

American Management Association's Confidence-Building Skills for Women

Learning Objective

- Use a Series of Techniques to Help You Communicate More Assertively and Confidently within the Workplace

Assertiveness Techniques

- Use a Five-Step Model to Express Assertive Language
- Apply Six Effective Assertive Techniques—Broken Record, Negative Assertion, Negative Inquiry, Free Information, and Self-Disclosure
- Say “No” with Respect and Confidence
- Respond Assertively to Put-Down Statements