

Friday, September 13, 2019 Meeting Time from 9:00 to 12:00 - Pardee, Delaware

Statewide
Training
Advisory
Network of
Delaware

STAND PRESENTATION: Assertion Skills

"The basic difference between being assertive and being aggressive is how our words and behavior affect the rights and well being of others." - Sharon Anthony Bower

People in organizations are called upon to communicate in many different ways. Often we do not understand the impact our words have on others. This detracts from our ability to interact effectively and influence others.



Being able to confidently and appropriately assert your request or opinion is an essential communication tool at any level in an organization. This presentation focuses on identifying the four styles of communication that are used to attempt to sway the opinions of others and ensure our needs are met. The presentation will assist participants to identify the attributes of each style and build assertion skills to enable participants to better communicate their wants and needs. The course also explores how to communicate effectively and set appropriate limits with others.

Course Objectives:

Participants will be able to:

- Gain insight into the communication styles their behavior exhibits and its impact on others.
- Describe what assertion is and when it is appropriate to use these skills.
- Assess their style of influence
- Practice skill sets

Pauline Higgins - Presenter

Pauline Higgins is the President and Founder of Strategic Initiatives Consulting Group, LLC, which has provided customized consulting services to clients for over 20 years. SICG currently holds two contracts for Training and OD for the State of Delaware. The company and Pauline are experts in the following:

Visioning and Strategic Planning, Organizational Development, Executive Development, Human Resource Consulting, Teambuilding, Conflict Resolution, Continuous Improvement, Management Development, Skills Training and Succession Planning.

Pauline has extensive experience working with organizations of all types and sizes and a graduate degree in the field of Organizational Development (OD) working within organizations and as an external consultant. OD is the field dedicated to fully understanding the overall dynamics of organizations and effectively orchestrating change. Pauline is a frequent speaker at professional seminars and is highly recognized in her field.