



## Speak Up to Keep Up Assertiveness Training Program

*Customizable in length and duration*

Do you often feel as though you fail to get your opinions heard, or that people readily dismiss or undermine your views when you are managing up or across? Maybe you have a habit of handling situations aggressively when managing your team, or perhaps you lack the confidence to speak up in key situations?

Assertiveness is the key to better managing yourself, people, and situations. It can help you to influence others in order to gain acceptance, agreement, or behavior change. It is the single biggest factor in determining an individual's leadership potential – and it can be learned.

Our six-part Speak Up to Keep Up Assertiveness Program trains leaders to find a balanced, assertive management style that maximizes productivity, efficiency, and employee engagement.

### Modules:

- It Never Hurts to Ask: Managing Up
- Setting Boundaries: Saying No
- Conflict Management and Resolution
- Assertiveness in Meeting Management
- Courageous Conversations: Managing Down and Across
- Make It Stick: Building New Habits for Better Results

### Behavioral Outcomes:

- Overcome what holds you back from being assertive
- Identify key differences between aggressive, assertive, and passive communication
- Adapt your communication style to that of your audience
- Determine how to identify and remove communication barriers
- Recognize ways to help others focus on issues — instead of personalities — to get the job done right the first time

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- Defuse volatile situations when conflict arises
- Establish connection and rapport and create an environment of trust

### Challenges

- Discomfort with conflict and confrontation
- Providing feedback and constructive criticism
- Difficulty collaborating with peers and reports
- Modeling behavior and leading by example
- Setting and maintaining appropriate boundaries
- Speaking and acting with confidence
- Motivating and influencing your team

### Skills Certifications

- Accountability
- Conflict Resolution
- Delegation
- Performance Improvement
- Executive Presence
- Setting Boundaries

### Delivery Options:

- Live In-Person
- Virtual
- Hybrid

### Who Will Benefit:

- All levels of leadership
- Sales, Client Services, Finance, IT/Technology, and Operations teams
- First-time or inexperienced leaders
- HR Directors and teams
- High-potentials
- Those who struggle to be assertive
- Anyone who wants to improve their communication skills, resolve conflicts quickly and respectfully, and expand their influence

### Module 1: It Never Hurts to Ask: Managing Up

It never hurts to ask...or does it? How often have you ignored your own needs, taken on more work when you were already overwhelmed, or failed to speak up when you felt something wasn't right?

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Sometimes, instead of acting passively, you might behave aggressively – stating loudly and clearly your own thoughts and needs but steamrolling over others in the process. This interactive module features problem-solving, role plays, and simulations of real scenarios that you face in the workplace and at home, because behaving more assertively comes with practice.

- Pinpoint the cause of your non-assertive behavior
- Learn the MindsetGo four-step process to be a confident and empowered communicator
- Feel comfortable and confident when presenting your ideas and needs to superiors
- Turn nerves or anxiety into positive traits that help rather than hinder you

## **Module 2: Setting Boundaries and Meeting People’s Expectations**

Whenever people talk about setting boundaries, most people are taught to just say no...as if it were that easy. Learn how to say yes and set boundaries at the same time.

If you feel uncomfortable setting boundaries because you worry about upsetting people, seeming like you can’t handle your workload, or missing out on opportunities both now and in the future, this module will equip you with the language and tools you need to ensure setting boundaries works for you, not against you.

- Utilize persuasive communication techniques to take control of a situation without alienating others
- Set boundaries when at capacity
- Use positive language to reframe and influence different outcomes
- Negotiate reasonable deadlines and get out of the habit of putting out fires
- Ask for additional resources when needed

## **Module 3: Conflict Management and Resolution**

Differences are inevitable. Divisive conflict is preventable. Learning to communicate assertively across differences is the key to becoming more connected, resilient, and effective at crafting lasting solutions for any challenge.

This module incorporates insights and tools from mediation, interpersonal communications, appreciative inquiry, organization development, and psychology to help participants engage in constructive, often groundbreaking conversations that can improve poor communication, align agendas, embrace different values, and restore trust to lay the foundation for collaborative action.

- Deal with conflict sensitively and assertively
- Identify triggers to manage conflicts and difficult emotions more effectively
- Discern the feelings behind the needs and wants of others
- Repair damaged relationships and break the pattern of “us” vs “them” dynamics

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- Build cooperation, collaboration, and teamwork with your employees using empathy as a tool of influence

#### **Module 4: Assertiveness in Meeting Management**

Lack of assertiveness in meetings can be awkward and painful – have you ever been in a meeting where everyone waits for someone else to speak? Often, we fear that others won't like or agree with what we have to say. Sometimes we need a minute to get clear on our thinking. At times, we are intimidated by the leader of the group.

The reality is, nothing gets done in meetings where people don't feel psychologically safe and free to share, brainstorm, and think through new ideas. This module will empower you to lead your meetings more assertively, to ensure everyone's voice is heard and you are leveraging all the talent on your team.

- Learn tools and techniques for getting people to speak up in meetings
- Discover ways to gather feedback anonymously and simultaneously
- Recognize your role as a leader and when and when not to share your input
- Overcome shyness when speaking in front of a group at work meetings

#### **Module 5: Courageous Conversations: Managing Down and Across**

Do members of your team struggle with inconsistent performance, broken commitments, and unmet expectations? When leaders notice performance problems like inconsistent follow-up, poor attention to detail, and missed deadlines, they are often hesitant to address these challenges head on – and even when they do, they often have repeat conversations because they solve the wrong problem, tap-dance around the real issues, and struggle to motivate a team member to behave differently.

This module teaches leaders to develop essential dialogue and influence skills to proactively hold difficult performance conversations and close the gap between actual and expected behaviors.

- Facilitate challenging conversations with openness and curiosity
- Learn the difference between manipulation and persuasion
- Solve the root cause problem and avoid repeated conversations
- Discover how to create cooperation instead of forcing compliance

#### **Module 6: Make It Stick: Building New Habits for Better Results**

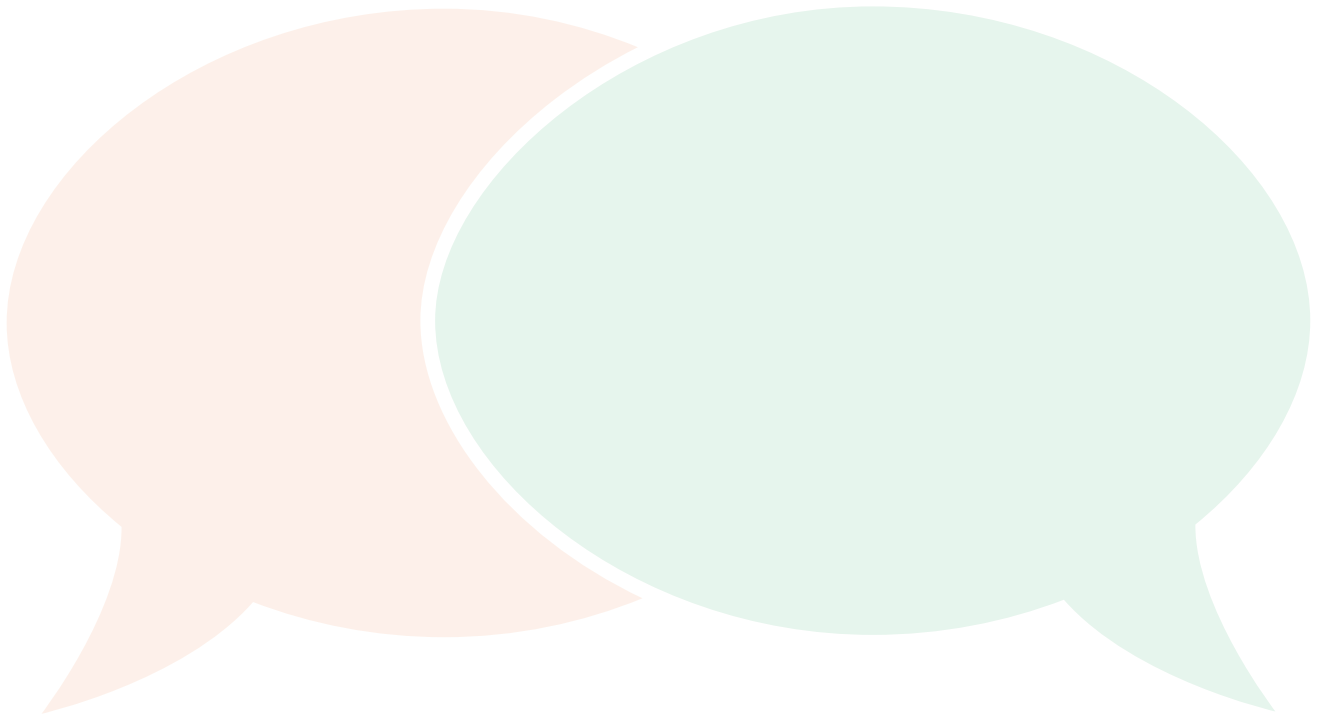
Even when you have the best intentions, changing habits and behaviors is tough. That's why you need a plan that will help set you up for success in behaving more assertively.

In this module, you will learn how to overcome barriers and setbacks to make change easier and more effective. This training will help you turn the knowledge you've acquired in the previous modules into action that leads to results.

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- Develop a personal assertiveness action plan
- Reduce barriers to keeping commitments
- Understand motivators and benefits
- Overcome setbacks and create Plan B's
- Follow up to sustain habits

For more information on any or all the modules in the Speak Up to Keep Up Assertiveness Program, please email [info@mindsetgo.com](mailto:info@mindsetgo.com) or call Mark Altman at 978-793-1159.



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