

## HOW TO TALK SO OTHERS WILL LISTEN: (Communicating with Confidence and Clarity)

Learn how to gain greater confidence and positive power in every relationship, both personally and professionally. Accomplish more of your goals and make more of your own decisions rather than having them imposed upon you. Learn to express yourself more openly and honestly, both verbally and nonverbally, by sharing more of the real you in saying what you want, feel, and believe. When other's reoccurring behaviors irritate you, don't suffer in silent resentment. Learn and practice an effective model used to get positive behavior changes for increased cooperation and decreased conflict. Responding with this positive and proactive approach can help your work environment and personal relationships be more enjoyable and productive.

### OBJECTIVES: Participants will learn about and/or experience:

- + The **differences** in assertive, non-assertive, and aggressive behavior
  - + The **disadvantages** of being non-assertive or aggressive
- + Identify your own strong points and make positive self-statements
  - + Focus on both **speaking** and **behaving assertively**

Second stand alone 3 – hour session or continued for full day:

- + **Identify basic human rights and confidently stand up for them**
  - + Learn ways to **say “no”** without feeling guilty or giving offense
- + Use the **DESC Model** to Increase Cooperation And Decrease Conflict in the face of a reoccurring irritation--you don't have to suffer in silent resentment!

3 or 6 hours

“I was so impressed with your seminar and I've shared some of what you said with folks back in my office. I could almost go through the class again! It was so much fun!”

“You are like a diamond, such a good teacher with so much excitement! You were awesome, really, really good! I got all my notes!”

**Angela Frantini**  
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