Asserting yourself at work

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Abstrak

Techniques for managing others while maintaining mutual respect. Asserting Yourself at Work provides business professionals with the communication tools and psychological foundation they need to perform more assertively on the job. Designed for front-line managers, supervisors, team leaders, team members, employees, and life-long learners, this course promotes the use of direct, inclusive communication as a powerful tool for achieving targeted goals and building lasting relationships. Asserting Yourself at Work teaches students the skills they need to behave and communicate more assertively?and therefore more effectively?in the workplace. Students learn to address their needs and interests at work, and, at the same time, consider the needs and interests of others. Beginning with the foundation of self-awareness, the course builds these skills step by step. Students learn about and practice assertive verbal and nonverbal communication techniques, learn how to set proper boundaries in workplace relationships, and analyze how assertiveness plays out in other cultures. The interactive format includes self-assessment tools, worksheets, sidebars, exercises, and quizzes that prompt students all along the way. Course Objective: Understand techniques for managing others while maintaining mutual respect and recognize and avoid self-defeating behaviors. Selected Learning Objectives ? Set boundaries ? Manage others without being aggressive or manipulative ? Respond to other people's needs without giving up your own ? Say "no" to unfair demands ? Resolve conflicts and deal with aggressiveness in others ? Enhance your self-image?and your on-the-job authority. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.