



Speaking Up For Results

Why Attend This Program?

In any workplace, the most influential and successful employees are those who know how to speak up effectively in stressful or challenging situations. These employees are able to resolve conflict in the workplace and handle complicated interpersonal problems. And they know how to get results by communicating assertively with teammates, with co-workers across the organization, and with their own supervisors and managers. In this hands-on program participants learn powerful communication skills and strategies that they can apply immediately – on or off the job – to get outstanding results and build effective working relationships.

Who Needs To Attend?

Individual contributors – especially those who must work effectively with other members of the organization to produce results.

What Will They Learn?

After completing this course, participants will be able to:

- Identify limiting beliefs preventing them from speaking up and conducting difficult conversations.
- Distinguish between aggressive, passive, and assertive communication.
- Use the assertive invitation™ to plan and begin a difficult conversation.
- Listen with empathy.
- Gain buy-in by using the Six Assertive Communication Tools™.
- Flex their communication styles to handle aggressive and passive responses and gain buy-in and commitment.

What Materials Will I Get?

A detailed [Speaking Up For Results](#) workbook with articles outlining key principles and practices, real-world examples, skill models, activities, and role plays.

A comprehensive Trainer's Kit which includes everything a facilitator needs to deliver the program. This easy-to-use guide features complete, step-by-step directions for presenting the workshop and conducting the learning activities, along with key content points and suggested responses to questions and activities. It also includes a PowerPoint presentation, all necessary handout materials, and a special section of Trainer's Effectiveness Notes presenting state-of-the art adult learning and delivery techniques.

How Long Is The Program?

The program includes a complete day of learning activities. You can deliver the program as a single workshop or as a series of shorter modules.

How Do I Get More Information?

Please contact Kerry Weiner Elkind at 415-876-8401 or kerry@elkindgroup.com.