



Mike Roberts  
President, PDS

*Come spend a day with  
Mike Roberts.....  
A day you'll  
Never Forget!*



## ***Assertive Leadership and Communication Skills***

Assertiveness doesn't mean that you must be overbearing, pushy, or autocratic. It's a valuable balanced approach that assures you'll handle people, get things done, and communicate precisely all in a level headed, confident manner. During this content rich seminar you'll receive the skills guaranteed to help you leap the hurdles you face every day, and earn more respect while you feel more confident in your role as a manager or leader.

### **Workshop Agenda**

- Understanding Assertive Management.
- The Four R's of Assertiveness.
- Understanding your Belief System.
- Experiencing Assertive Communication.
- The Four Components of Assertive Communication.
- How to apply assertive skills.

### **Experience These Benefits**

- ✓ The secret to determine if your instructions have been fully understood.
- ✓ Learn how to attack the issue without attacking the person.
- ✓ How to handle criticism without losing your dignity or self-confidence.
- ✓ Presenting policy so employees understand how they will benefit.

*"Your unique style is entertaining, and at the same time it is impossible for a person to leave one of your sessions without feeling motivated and inspired by what they have learned."*

**Pamela Stephens, President  
Security One Federal Credit  
Union**