Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Define assertiveness
- ✓ Recognize the assertiveness continuum
- ✓ Identify personal blocks to assertiveness
- ✓ Demonstrate assertive language and behaviors
- ✓ Avoid language and behaviors that are not assertive (passive, aggressive and passive-aggressive behaviors)
- ✓ Use assertive behaviors in everyday situations