



Supervisor Communication Skills

Course objectives

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

- ✓ Identify the characteristics of assertive behavior and include them in your interactions
- ✓ Ask directly for what you need without being aggressive
- ✓ Confront problem behaviors successfully
- ✓ Create equitable compromises with employees and peers
- ✓ Hold others accountable
- ✓ Manage conflicts to achieve productive outcomes
- ✓ Deal with difficult people effectively