

# Assertiveness Training for Technical Professionals

The Key to Effective R&D Communication & Collaboration

## Master These Critical “People Skills” & Help Drive Technical Success

**OBJECTIVE:** During this exciting 2-day R&D workshop – presented live at your facilities – you acquire a comprehensive tool chest of “touch” skills to complement your proven “tech” ability.

Build self-confidence, self-awareness and vital interpersonal skills for developing winning relationships and achieving important project goals. Moreover, learn how to get the job done without worrying...express thoughts clearly...make requests without fear...refuse unreasonable requests without guilt...and resolve disputes calmly and effectively.

### KEY RESULTS:

- Understand assertive behavior
- Distinguish assertive, aggressive & nonassertive behavior
- Understand your own unique style & approach
- Build your self-confidence
- Strengthen your communication & leadership skills
- Enhance your body language & professional image
- Deal with others in a straightforward way
- Express thoughts clearly
- Get the job done without worrying
- Make requests without fear
- Deal constructively with anger and manipulation
- Practice winning with – and not at the expense of – others
- Listen to the points of view of others
- Say “no” effectively to unfair demands
- Resolve disputes successfully
- Gain the respect & support of others

**RECOMMENDED FOR:** All technical professionals and managers at every level of the management team who must work effectively with others to get top results. Also perfect for team leaders and technical contributors who do not possess formal authority to direct others but who must express themselves clearly and work with others cooperatively to achieve project success.

“Fantastic! In this course, we learned the different behavioral styles, evaluated ourselves and developed assertive skills that are crucial to achieving success.” – Manich Varma, **Technology Manager, Johnson & Johnson**

“Outstanding Course! Eye Opening! I will use these lessons for the rest of my life. This training should be given to all employees, team leads and managers.” – Jason Mishtawy, **Aerospace Engineer, NASA**

“Great! Learned how to deal with all types of people and how to handle rough situations.” – Dan Dunn, **Engineer, Xerox**

“World Class! Terrific & truly a breakthrough. Should be required for all!”  
– Chet Haibel, **Principal Quality Engineer, Johnson & Johnson**

“Inspiring & Refreshing! Absolutely recommend! Should be mandatory for management!” – Sharon Wilson, **Human Resources Consultant Sarnoff Corporation**

“Should be Absolutely Required! The whole world would be a better place to live if everyone was taught how to act assertively. Recommend without a doubt!” – Rick Lapp, **QC Engineering Supervisor, Xerox**

**SPECIAL FEATURE:** A highly interactive course with active role playing, simulations, assessments and assertive problem-solving sessions, along with immediate feedback and coaching.

**FOR MORE INFORMATION ABOUT THIS ON-SITE PROGRAM AND OUR OTHER TOP-RATED SHORT COURSES, PLEASE CONTACT:**

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Other Available On-Site Courses for Scientists & Technical Professionals:

Effective Leadership of Scientists, Engineers & the Technical Team • Building A Winning Scientific & Technical Team • Improving Communication Effectiveness  
Performance Management Excellence • Conflict Management Techniques • Presentation Skills Workshop