

# Assertive Communications



**The Consulting Team**  
Facilitating Positive Change

*The Consulting Team's Mission: Facilitating positive change by increasing effectiveness of leaders, teams, and organizations through consulting, coaching, conflict mediation, and training.*  
**Dr. Marilyn Manning, CEO**

This training covers the communication continuum from passive to assertive to aggressive. Participants assess their abilities to assert themselves without being aggressive. Then through the training material and exercises, they determine their personal action plan. This plan will guide them to becoming influential and positive communicators.

### **Participants will learn how to:**

- Recognize the differences between passive, assertive and aggressive communications
- Be assertive when setting boundaries, stating convictions, or taking a stand
- Express a point of view without blame or judgment
- Enhance a positive self-image
- Use positive body language

*“Dr. Manning and The Consulting Team gave us valuable insight and reminded us that communication is critical to developing successful business relationships and maintaining employee moral.”*

- Richard Lange, Director of Information, Monterey County

### **Partial Client List**

Over 100 California Cities,  
Special Districts, and Public  
Agencies  
Arthur J. Gallagher Insurance  
California State University  
System  
California Water Service  
Contra Costa County  
Kaiser Permanente  
Meyer Sound  
Minami Tamaki, LLP  
Attorneys  
National Speakers Association  
Pacific Cheese Company  
Police Officers Standardized  
Training (POST)  
San Mateo County Sheriff  
State Compensation Insurance  
Fund  
Stanford University  
State of California  
Social Security Administration  
Synthetic Genomics

The Consulting Team, LLC, was founded by international author, speaker, and certified management consultant Dr. Marilyn Manning, Ph.D. For over 10 years The Consulting Team has helped their clients solve difficult organizational and people problems. The Consulting Team's success is evident in that 94% of their work is repeated business.