



Step Up, Speak Up, and Show Up! Confident Communication for Women in Business

Communicating MORE Confidently with Assertive Techniques!

- Ask for what you want and encourage others to do the same.
- State your opinions clearly (practice giving your opinions).
- Know your values and enforce them. Quit apologizing for everything.
- Be responsible for your behavior and know that you are not responsible for other people's behavior.
- Say No (It's a complete sentence).
- Use I statements (I want, I need, I feel). Display Emotional Intelligence.
- Use **won't** instead of *can't*.
- Use **want** instead of *need*.
- Use **choose** instead of *have to*.
- Use **could** instead of *should*.
- Listen Assertively (communication is a 2-way street!)
- The meaning of YOUR communication is the response that you get.
- Respect each other's model of the world. Not everyone thinks like you do.
- He or she with the most flexible communication wins!
- Start your sentence with your ask (no couching your request).
- Stand Tall. Make eye contact. Smile.
- Make sure your words and your tone match the message.
- Beware of Upspeak which turns every sentence into a question.



Thank you for your time! I hope you enjoy these Confident Communications techniques. Please let me know if I can answer any questions or be of good service to you or your organization as a speaker, trainer or coach.