



Assertive Workplace Communication and Boundary-Setting Training Course

15 – 19 March 2027
Milan

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Ref: 680_151991 **Date:** 15 – 19 March 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Assertive Workplace Communication and Boundary-Setting Training Course is a five-day practitioner course for customer service professionals, team leaders, supervisors, and client-facing staff who leave with an Assertive Conversation Practice Portfolio. Participants distinguish passive, aggressive, passive-aggressive, and assertive behavior; formulate clear requests and refusals; align words with nonverbal signals; exchange feedback; and rehearse difficult conversations. The course emphasizes respectful clarity rather than persuasion or positional power. Agile Leaders Training Center frames assertive workplace communication as a repeatable professional practice.

Who Should Attend

- Professionals responsible for customer and client conversations
- Team members responsible for cross-functional requests and commitments
- Supervisors responsible for setting expectations and giving feedback
- Service staff responsible for maintaining boundaries under pressure
- Coordinators responsible for clarifying responsibilities and deadlines

The course assumes participants already conduct workplace conversations and leaves out negotiation strategy, presentation delivery, formal conflict mediation, and leadership development.

Departments and Industries

The course supports departments and industries where clear requests, boundaries, and feedback shape daily working relationships.

- Customer service, contact centers, and client relations
- Operations, administration, and shared services
- Healthcare, education, and public services
- Banking, insurance, retail, and hospitality
- Technology, telecommunications, logistics, and engineering

Learning Objectives

By the end of this course, participants will be able to:



- Diagnose passive, aggressive, passive-aggressive, and assertive patterns
- Build clear statements of needs, limits, and expectations
- Apply verbal and nonverbal signals that support respectful clarity
- Use assertive requests, refusals, disagreement, and feedback responses
- Analyze difficult conversations for interests, risks, and power factors
- Evaluate an individual assertive communication action plan

Course Agenda

Day 1: Assertive Communication Diagnosis

- Four-Style Communication Behavior Matrix
- Workplace Trigger and Response Log
- Personal Rights and Responsibilities Checklist
- Communication Impact Reflection Grid
- Assertiveness Development Baseline

Day 2: Clear Language and Boundaries

- Facts-Effects-Needs-Request Statement Builder
- Professional Boundary Definition Canvas
- Expectation Clarification Question Set
- Respectful Refusal Script Template
- Broken-Record Boundary Technique

Day 3: Verbal and Nonverbal Alignment

- Voice Pace and Tone Calibration Guide
- Posture and Eye-Contact Observation Sheet
- Active Listening Acknowledgment Pattern
- Disagreement Without Escalation Sequence
- Cultural Context Adaptation Checklist

Day 4: Feedback and Difficult Conversations

- Situation-Behavior-Impact Feedback Frame
- Criticism Response Choice Map
- Difficult Conversation Preparation Sheet
- Power and Safety Boundary Check
- Conversation Outcome Review Record



Day 5: Assertive Conversation Practice

- Exercise: Diagnose a Communication Pattern
- Exercise: State a Need and Set a Boundary
- Exercise: Deliver and Receive Feedback
- Exercise: Rehearse a Difficult Conversation
- Capstone: Assertive Conversation Practice Portfolio

Practical Exercises

The course uses customer, healthcare, operations, and project scenarios for rehearsal and structured feedback.

- Suggested activity: classify a conversation pattern and document its impact on the working relationship.
- Suggested activity: turn an unclear concern into a factual request, boundary statement, and professional refusal.
- Suggested activity: align words, tone, posture, listening, and questions during a disagreement.
- Suggested activity: rehearse a feedback conversation and complete the individual action plan.

FAQs

Who suits assertive workplace communication training and what does it assume?

Professionals who already handle customer, team, supervisory, or cross-functional conversations suit the training; it assumes real workplace interaction but no formal communication qualification.

How does assertive workplace communication differ from conflict management?

Assertive workplace communication develops clear requests, boundaries, refusals, disagreement, and feedback in everyday conversations, while conflict management addresses broader disputes, escalation, mediation, and resolution processes.

What distinguishes assertive communication from aggressive communication?

Assertive communication states needs, views, and limits directly while respecting the other person's rights and autonomy; aggressive communication seeks compliance through pressure, blame, interruption, threat, or disregard.

How can professionals say no assertively at work?

Professionals can say no assertively by acknowledging the request, stating the limit plainly, giving a brief relevant reason when appropriate, offering a realistic alternative if available, and repeating the boundary without adding hostility.



How should assertive feedback be delivered and received?

Assertive feedback names the situation and observable behavior, explains its impact, invites clarification, and agrees a next step; receiving it requires listening, checking facts, separating intent from impact, and responding without automatic defense.

Conclusion

Participants leave with an Assertive Conversation Practice Portfolio containing a style diagnosis, request statements, boundary scripts, nonverbal observations, feedback frames, rehearsal records, and an action plan. The portfolio makes communication choices visible before pressure rises. It helps professionals protect working relationships while stating needs and expectations clearly.