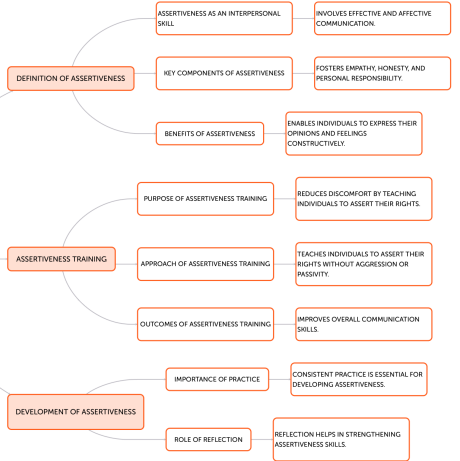
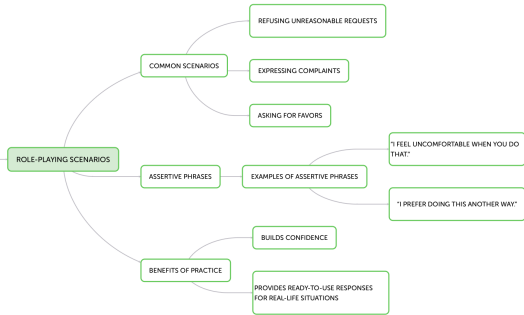


ASSERTIVENESS

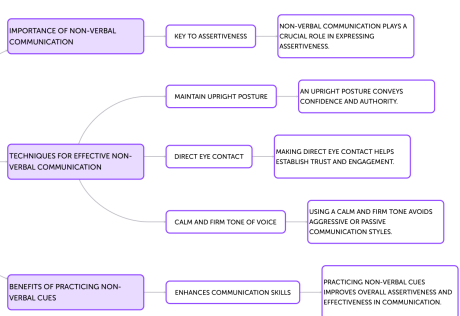
1. THEORETICAL CONCEPT OF ASSERTIVENESS



2. ASSERTIVE RESPONSE PRACTICE



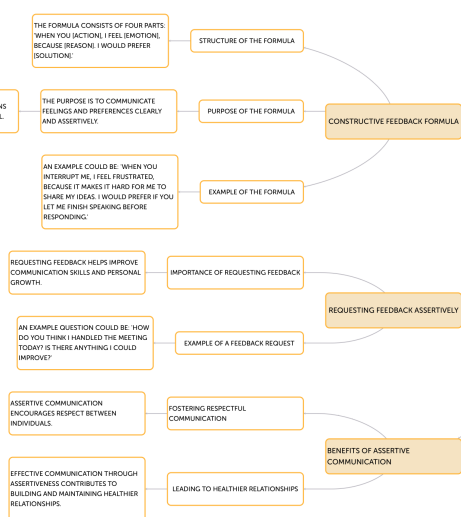
3. IMPROVING NON-VERBAL COMMUNICATION



6. BENEFITS OF ASSERTIVENESS



5. ASSERTIVE FEEDBACK



4. ASSERTIVE COMMUNICATION TECHNIQUES TO SAY NO

