



# **Pittsburgh Federal Executive Board**

## **Assertiveness Skills for the Administrative Professional**

### **WHO SHOULD ATTEND?**

*Secretaries, Receptionists, Office Managers,  
Administrative Assistants, Executive Assistants,  
Front Desk Professionals of all types.*

As an Admin, others sometimes try to over-assert themselves with you or manipulate you into doing more than your fair share of work.

- ★ How do you say 'no' to an unreasonable request without hurting your career?
- ★ How do you manage...upwards?
- ★ How can you improve the power of your words through speaking and writing without sounding aggressive?

Learn the secrets of finding the assertive middle ground with even the toughest personalities but without compromising the relationship.

### **Special Pricing for this Event**

**Make your reservation before March 25 for  
Early Bird Special Price \$99.00  
(Standard \$125.00 after March 25)  
CONTINENTAL BREAKFAST INCLUDED**

To reserve online, go to  
[www.PITTFEB.eventbrite.com](http://www.PITTFEB.eventbrite.com)  
By phone 1-888-474-8534  
By e-mail to [solutions@ldiworld.com](mailto:solutions@ldiworld.com)



### **WHAT YOU WILL TAKE AWAY:**

- ★ Communicate powerfully with body language, tone and words
- ★ Improve your power through the written word
- ★ Learn a critical thinking technique to be assertive with the most difficult personalities
- ★ Personal empowerment techniques when you're feeling self-doubt
- ★ Get your point heard in meetings
- ★ Learn powerful/assertive responses to one line insults and sarcasm
- ★ Improve your first impression
- ★ Confront others' annoying habits in a warm, positive, non-combative way

#### **When:**

April 25, 2017 9:00 AM – 4:00 PM  
Doors open at 8:30 for sign in & registration

#### **Where:**

William Moorhead Federal Building  
1000 Liberty Avenue  
Pittsburgh, PA

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