



“The practice sessions in the course (*Managing With Assertiveness*) were the most valuable!”

“Excellent role plays around conflict scenarios; class was fun, not dry or boring.”

“Especially liked the identification of personality types and best ways to deal with them.”

“Team concepts and the group sessions were most valuable part of course.”

“Finally identified my type of management skills.”

“Enjoyed the role playing (management vs. employee) to bring the skill back to the job.”