



Developing Professional Assertiveness and Confidence

TRAINING TYPE: RFC Annual

COURSE HOURS: 8

DELIVERY METHOD: ILT – Instructor-Led Training

STC/BSCC CERTIFICATION #: 03100170

DESCRIPTION:

This course is designed to help probation staff and leadership cultivate and enhance their ability to communicate with clarity, confidence, and conviction while maintaining professionalism and respect for others. Through practical exercises, interactive discussions, and real-world scenarios, participants will learn how to express their ideas, set healthy boundaries, navigate difficult conversations, and advocate for their needs without aggression or passivity. The course will focus on building self-awareness, mastering non-verbal communication, managing conflict, and boosting self-esteem to create a strong, assertive presence in the workplace.

Instructor:

**Lisa Maaca Bartlette,
MSSA**

Lisa Maaca Bartlette is the founder of Lisa Maaca Inc., providing evidence-based, dynamic trainings, workshops, and keynote presentations to inform child welfare, juvenile justice, and other workforce professionals. Adept at storytelling and with years of education, research and professional experience, Lisa has made it her life's work to help those who are hurting to experience healing.

