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To assert yourself effectively enough to

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influence others,  
develop the “five  
essential people skills”:  
“rapport building,  
curiosity,  
communication,  
ambition” and “conflict  
resolution.” Funny how  
the essential people  
skills are called  
'ambition' and 'conflict  
management' and the  
book ended up telling  
us how to deal with  
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problematic people.

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A useful and more  
common way of

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defining assertion is to place it on a continuum between submission and aggression and contrast it with them (see Figure 8.2). For the sake of contrast, some of the descriptions of submission and aggression that follow come from fairly extreme positions on the continuum. Figure 8.2.

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Carnegie (Author,  
Narrator), Nightingale-  
Conant (Publisher)

## **Amazon.com: The 5 Essential People Skills: How to Assert**

...

People Skills was all  
about communication  
techniques and conflict  
resolution. The basic  
layout was how to  
listen, how to assert,

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how to combine those two skills to resolve conflict. It was written with more personal examples than work relationship examples, but I think the main idea was that the skills could and should be used regularly.

## **Review - People Skills by Robert Bolton (Nonfiction ...**

(People Skills: How to Assert Yourself, Listen to Others, and Resolve



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He explains how to  
acquire the ability to  
listen, assert yourself,  
resolve conflicts, and  
work out problems with

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others. These are skills that will help you communicate calmly, even in stressful emotionally charged situations. People Skills will show you: How to get your needs met using simple assertion techniques

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