

## **The effectiveness of assertiveness communication training programs for healthcare professionals and students: a systematic review.**

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Omura M, Maguire J, Levett-Jones T, et al. The effectiveness of assertiveness communication training programs for healthcare professionals and students: A systematic review. *Int J Nurs Stud.* 2017;76:120-128. doi:10.1016/j.ijnurstu.2017.09.001.

<https://psnet.ahrq.gov/issue/effectiveness-assertiveness-communication-training-programs-healthcare-professionals-and>

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A hallmark of [safety culture](#) is that all team members feel empowered to [speak up](#) when they have patient safety concerns. This systematic review found assertiveness training to be effective for nurses and medical trainees. None of the studies addressed the direct impact of [assertiveness training](#) on clinical outcomes.