



ASSERTIVENESS

Our Assertiveness Course is accredited by the **Local Government Sector Education and Training Authority (LGSETA)** and covers **unit standards 120305** at NQF level 5 with 10 credits.

OVERVIEW

Assertiveness is the capacity to express your thoughts and needs in an open and honest way. Some people may find this challenging due to a natural shyness or easy-going style, but with practice, they will achieve the desired results.

In this training, you will learn powerful assertiveness training exercises for improving your assertiveness skills to help you deal with conflict at all levels in the organization, discover techniques on how to be an assertive communicator, acquire ways to handle receiving and giving feedback and address business etiquette when professionalism and assertiveness are required. You'll assess your areas of strength and growth in this critical skill, understand how social styles affect assertive behaviors and benefit by learning steps for conflict resolution. Overall enhance your assertiveness skills for immediate on-the-job use!

LEARNING OUTCOMES

After successfully completing this course, you will be able to:

- Recognised the three main categories of behaviour, their advantages and disadvantages and how to best respond to them.
- Tried a wide range of techniques to help them to become more assertive in the workplace.
- Created an action plan to enable them to build on their new skills going forward.
- Gain the essentials of assertiveness
- Practice assertive behaviors through verbal, vocal and visual techniques
- Address assertiveness issues in both your personal life and business life
- Learn the nuances of etiquette and how it relates to assertiveness and self-esteem

ASSERTIVENESS

WHAT IS ASSERTIVENESS IN THE WORKPLACE?

- Understand a clear definition of assertive behaviour.
- Define the benefits & barriers to assertive behaviour.
- Identify behaviour that is non-assertive.

UNDERSTANDING WHAT MAKES PEOPLE ASSERTIVE AND THEIR BENEFITS

- Types of behaviours
- Benefits, advantages and disadvantages of each type of behaviour
- Internal beliefs and their impact
- Rights and responsibilities
- Expressing your desired outcome
- Rotating flipchart group work, facilitated group review, individual questionnaire, pairs exercise and group discussion

KEY ASSERTIVENESS TECHNIQUES

- Identify what prevents you from being assertive.
- How to 'say no' with confidence and clarity.
- Discover how to respect the views and beliefs of others.
- Learn the 'I' technique of assertive behaviour.
- Recognise passive, aggressive, submissive, indirect or assertive behaviour.
- Learn techniques for dealing with difficult people.

UNDERSTANDING DIFFERENT ASSERTIVE BEHAVIOURS

- Understand your own behaviour type.
- Gain highly active listening skills & interpersonal skills.
- Build positive relationships with introverted or dominant personalities.

RESPONDING TO OTHER BEHAVIOURAL STYLES

- Appreciating the impact of the different styles of behavioural on each other
- Strategies for responding to different behaviour styles
- Resolving conflict in a constructive way
- Facilitator presentation, small group exercise, facilitated group review

ASSERTIVE COMMUNICATION SKILLS

- Learn to confidently use your voice.
- Identify the power of body language.
- Recognise the importance of listening skills.
- Master emotions in difficult situations.

THE POWER OF WIN / WIN OUTCOMES

- Identify the importance of win/win.
- How to disagree with people constructively.
- Confidently approach difficult and aggressive people.

EMOTIONAL INTELLIGENCE AND CONFLICT

- Identify Your Own Emotional Triggers and Better Recognize Those of Others
- Describe Your "Personal Zone of Control"
- Be Prepared to Manage Conflict
 - o Resolving it where cooperation is present and emotions are under control
 - o Lowering the emotional temperature where necessary and possible
 - o Deciding with confidence to disengage when it is not possible to resolve