



## ESSENTIAL ASSERTIVENESS (1 DAY)

### THIS COURSE IS ALIGNED TO UNIT STANDARD:

Title:	Describe how to manage workplace relationships
Unit Standard ID:	244572
NQF Level:	3
Credit Value:	2

### INTRODUCTION

The programme is a one-day workshop designed to explore the delegates' interpersonal skills which enhance the ability to communicate successfully with clients and peers alike. The course offers tools and techniques for developing and improving confidence through assertiveness skills in the work environment.

### REFERENCES

***“Being able to refresh my knowledge on assertiveness skills also interacting freely on topics that are normally sensitive and difficult to address.” ~ Hilda Pheto (Food Gardens)***

***“I’ve learnt that it’s ok to say “No” when you cannot meet someone’s expectations.” ~ Mamela Matee (K-Line Shipping)***

***“The facilitator was able to interact with us and listen and made it easy to respond back, which made the training enjoyable.” ~ Tracey (Right to Care)***

***“I loved that the facilitator’s examples were very practical, very good. I believe the course will help me going forward.” ~ Veronica Marope (Smollan Group)***

### WHAT THIS COURSE CAN DO FOR YOU...

- To explore the importance of self-confidence in business communication
- Understanding the advantage of assertive behaviour compared to passive or aggressive behaviour
- Identifying different types of assertive behaviour
- Recognising the importance of adapting to different situations where assertive behaviour will be to the person’s and organisation’s advantage
- To apply assertive communication with fellow workers
- To role-play different assertive techniques to identify strengths and weaknesses
- To create a productive work environment where positive and transparent assertive communication is valued

## TARGET AUDIENCE

The workshop will benefit office professionals who intend to improve their interpersonal skills. Individuals from all areas of the work environment can attend this intervention re-examine the way they evaluate themselves and as an opportunity to explore new ways to communicate and co-operate with team members and clients.

## COURSE CONTENT

### Confident and Assertive Behaviour

- The right to be assertive
- Assertiveness vs. passiveness and aggressiveness
- Assess your current behaviour to determine if lack of assertiveness/ weak communication is keeping you from fulfilling your potential and reaching your goals.
- The OK's of behavioural styles
- Understand the importance of self confidence in business
- How to increase self-esteem and gain respect
- Changing aggressive behaviour – listening and respecting others' opinions

### Communication in the Workplace

- Assertive communication - direct, open and honest
- Communicating opinions and wishes in a clear, direct, and non-aggressive way.
- Active listening skills – talk less and listen more
- Know where you are in the organisation - talk to people, communicate from strength
- Using assertive language – tone of voice, creating rapport and how to stay in control
- Assertive body language – eye contact, reading facial expressions
- Communicating effectively to prevent, manage and resolve conflict
- Expressing your rights, values and beliefs without violating the rights of others
- Understanding diplomacy – how to avoid bullying and demanding behaviour

### Assertive Techniques

- Combating negative thoughts with positive beliefs
- Using assertive rights, affirmations and permissions
- The use of “I statements” – “Own” your message
- Giving and receiving feedback positively – earn respect and future compliments
- Dealing with conflict, difficult situations and conversations
- Handling difficult/angry people
- Maintaining the right mental attitude
- Creating an action plan for future development

### Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## **KWELANGA BUSINESS & EXECUTIVE COACHING**

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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