

# Assertiveness Skills

## What Can You Expect?

Being assertive is a core communication skill. Assertive behavior means that you express yourself effectively and stand up for your point of view, while also respecting the rights and beliefs of others. This form of communication builds relationships and creates an environment of trust among employees.

## Who Should Attend?

Staff members that need to express themselves effectively, with self-confidence and who need to improve communication skills to enhance relationships and build respect and trust.

## 1 Day Course Content

- Assertiveness quiz – find out how assertive you really are
- Learn the difference between assertive, aggressive and submissive behaviours.
- Define positive assertive skills.
- Identify behaviour styles and your personal style
- Learn five rules to assist in successful behaviour change
- Reprogram self – to enhance self-belief and self-confidence
- How to identify emotions and understand their origins
- How to choose control over emotional behaviour
- Select the correct word choice to build relationships
- Communication that will improve future interactions
- Communication that includes body language
- Identify various steps that will aid in positive collaboration among teams
- Apply active listening skills to ensure clarity and empathy
- Plan and set goals to ensure positive change
- Acknowledge and celebrate success

## Accreditation Information

This course is non-accredited. It is interactive and includes group discussions and practical activities to ensure a clear understanding of each topic.

## Expected Outcomes

You will discover how small changes in the way that you communicate will result in increased productivity and motivate you to handle situations professionally, without stress and result in success.



Services Seta Accreditation No: 4135



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