

Assertive Communication Skills

PURPOSE OF THE PROGRAMME

The purpose of this programme is to equip the learners with the necessary knowledge, skills and attitudes to identify assertive behaviour, realise the value thereof and apply assertiveness techniques in the workplace.

PROGRAMME OUTCOMES

On completion of this programme you will be able to:

- Identify assertive behaviour and discuss the advantages.
- Understand the importance of assertiveness as an important tool to use to communicate effectively
- Use different techniques to be assertive

PROGRAMME OUTLINE

- The concept assertiveness
- Different types of assertive behaviour
- Advantages of assertive behaviour
- Different ways of communicating with fellow-workers
- Different assertiveness techniques
- Strengths and weaknesses of different techniques

LEARNING ASSUMED TO BE IN PLACE

Delegates who wish to enrol on this programme should be competent in listening, speaking, reading and writing on NQF level 3.

METHODOLOGY

Training Programme Duration: 1 Day

Assessment: Learners will be formatively assessed in the classroom by means of activities.

Certification: Delegates will receive a certificate of attendance after completion of the programme.

Unit Standard(s):

- 9506 - Communicate in an assertive manner with clients and fellow workers

NQF Level: 4

Credits: 4

TARGET GROUP

Any person, who works in a business environment, and needs to communicate in an assertive manner with clients and fellow workers

BENEFITS

- Effective verbal communication
- Professional business image
- Credits towards a qualification
- Improved opportunities to claim skills grants