



Derek Hendrikz Consulting Presents:
Assertiveness Skills

Duration:	1-day
Max. Participants:	20
Facilitators:	1
NOF Level:	4
Total Credits:	4
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The workshop is aimed at any person who will benefit at skills in being more assertive. It is a hands-on workshop and participants will use personal examples, case studies, and role-plays to anchor the learning and identify stumbling blocks and resources to being assertive. The workshop is done in one day followed by a 90-minute feedback focus group. The focus group will be held \pm 2-weeks after the workshop with the purpose to assess whether participants could practice the skills taught.

The workshop outcome:

On completion of the workshop the learner should be able to practice assertiveness skills within his / her workplace.

SETQAA Accreditation:




For accreditation purposes the learner will have to prove competence in the following unit standard:

.Unit Standard:	Unit Standard Number:	Credits:
Communicate in an assertive manner with clients and fellow workers.	9506	4

Participants will be assessed on the following specific outcomes:

- 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.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Permanent record keeping of all programme results and assessments.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Programme:
08:00-10:00	Orientation to assertiveness.
10:00-10:30	<i>Convenience Break</i>
10:30-12:30	Assertive behaviour and its application.
12:30-13:30	<i>Lunch</i>
13:30-15:00	Using different techniques to be assertive.
15:00-15:15	<i>Convenience Break</i>
15:15-16:00	Day Review & Evaluation.

Who Should Attend?

- Suitable to all employees at all levels.
- Managers & supervisors.
- Administrative personnel.
- Professional & functional personnel.

Programme:***Orientation to assertiveness***

- Understanding the concept.
- Assertiveness vs. aggressiveness.
- Assertiveness and self-confidence.
- Personal assertiveness.
- Professional assertiveness.

Assertive behaviour and its application

- The barriers to assertive behaviour (stress, social and belief barriers).
- Assertive behaviour (verbal and non-verbal).
- Self-sabotaging mistakes in the practice of assertiveness.

Using different techniques to be assertive

- Giving & receiving feedback.
- Constructive confrontation.
- Talking too much – how much should one say.
- Anger management.

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