

# Assertiveness

## Workshop

Maccauvlei In-House Offering



MACCAUVLEI

### PURPOSE

It can be intimidating when it comes to sharing your thoughts and ideas with your colleagues and higher ups, especially for those more on the introverted side. On the other hand you might be the one who everybody label as harsh or aggressive and you can't understand why! The good news is that you don't need to change your personality in order to have your voice heard or for other people to understand and accept you. This short course provides learners with an understanding of and practice in the assertiveness skills required to enhance communication in the workplace and increase team synergy.

### LEARNING OUTCOMES

#### Course Objectives

By the end of this course you will be able to:

- Make requests assertively
- Say no to unreasonable requests
- Voice your opinion in a self-confident manner
- Use your body language more appropriately
- Adapt your approach when communicating with small or large groups

### WORKSHOP OUTLINE

Module 1 – Introduction to Assertive Communication

Module 2 – Defining Assertiveness

Module 3 – Non-Verbal Communication

Module 4 – Assertiveness Techniques

Module 5 – Self Image

Module 6 – Developing Effective Relationships

### WHO SHOULD ATTEND?

The course is suitable for anyone who needs to improve their communication skills, especially those appointed in positions of authority who may need additional interactive and assertiveness skills.

### DURATION OF TRAINING

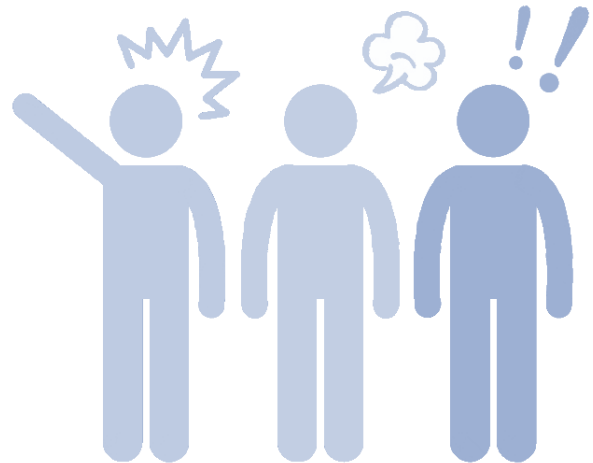
2 Interactive Days

### MACCAUVLEI ENTRY REQUIREMENTS

- NQF Level 3 / Grade 11

### CERTIFICATION

Learners will be awarded a Certificate of Completion.



### Contact Details

For registration forms or more detail please contact us:

Telephone: +27 (0) 11 439 3900 • E-mail: [info@maccauvlei.co.za](mailto:info@maccauvlei.co.za) • Website: [www.maccauvlei.co.za](http://www.maccauvlei.co.za)

Version AST2019