

Confidence & Assertiveness

Based on SAQA's Unit Standard 9506, NQF Level 4, 4 Credits

Introduction

Achieving successful working relationships with colleagues is not always easy. Many fall into the trap of aggressive behaviour, which only produces antagonism. Others are too willing to play a passive role in which they and their contributions are likely to be undervalued.

There is of course a middle ground inhabited by those who can get the best from their colleagues, earn respect and create a constructive working atmosphere. Such people have learned to be assertive and consequently project confidence and a positive self-image.

This course provides practical guidance on how to handle a range of working situations and uses a variety of learning methods. Delegates will be able to maximise their contribution to the organisation's success, and at the same time develop a more confident approach.

Course Objectives

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

- Make requests assertively
- Say 'no' to unreasonable requests or assertively agree on a solution
- Identify your own strengths and areas for development in terms of assertive behaviour at work
- Use your body language more effectively to support assertive communication
- Use self-confidence building techniques to reduce negativity and increase self-confidence
- Adapt your approach when communicating with large or small groups

Course Outline

The Concept of Self-confidence

- Understanding the effects of high and low self-esteem
- Analysing how confidence affects one's life and working career
- Monitor your attitudes and avoid the loser/victim stance

Understanding Different Social Styles

- Interacting with people of different styles
- Using styles to predict responses
- Style and career choice
- Using Transactional Analysis to understand your personality type

Assertiveness – your most valuable behaviour strategy for business

- Self-assessment of your style – the associated strengths and liabilities
- Understanding the difference between assertive, unassertive and aggressive behaviour
- Analysing how you are perceived by others
- Using body language to enhance assertive behaviour
- The 10 most valuable strategies for assertive behaviour

Communicating Assertively, Persuasively and Positively

- Moving from negative to positive ways of thinking
- Are you saying 'yes' when you should be saying 'no'?
- Communicating persuasively to get your ideas across

Conflict Management

- Barriers to confidence and assertiveness – recognising and dealing with fear
- Confronting common problems which occur in the workplace
- Resolving conflict – dealing with difficult people
- Raising sensitive issues