



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical, accredited, short programme is Unit Standard aligned and is aimed at individuals wishing to improve and practise assertive behaviour, for improved relationships and results in the workplace.

The programme is highly interactive and focuses on developing communication techniques to become more assertive and self-confident. It covers the concept of assertiveness and how it is neither aggressive nor passive behaviour, the importance of assertiveness, understanding different social styles, communicating assertively, persuasively and positively and Conflict Management.

Target Audience

This short programme is aimed at any individual needing to communicate more assertively and with greater confidence with clients and co-workers in the workplace.

Entry Requirements

- Competence in Communication Literacy at ABET Level 4.

Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet.

Management & Leadership

Work Assertively & With Confidence

MERSETA Statement of Results

US ID:	9506
NQF Level:	4
Credits:	4

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Communicate in an Assertive Manner with Clients and Fellow Workers, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the short programme, you will be able to:

- Identify assertive behaviour.
- Understand the value of assertive behaviour.
- Make requests assertively.
- Say "no" to unreasonable requests and be able to assertively agree on solutions.
- Identify your own strengths and areas for development in terms of assertive behaviour at work.
- Use 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.





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Course Content

Work Assertively and with Confidence Communicate in an Assertive Manner with Clients and Fellow Workers

Accreditation Body: MERSETA

| SAQA ID: 9506 | Learning Programme ID: NA
| NQF Level: 4 | Credits : 4

Module 1: The Concept of Self-confidence

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

Module 2: Understand Different Social Styles

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

Module 3: Assertiveness – Your Most Valuable Behaviour Strategy for Business

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

Module 4: Communicate Assertively, Persuasively and Positively

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

Module 5: Conflict Management

- Barriers to confidence and assertiveness – recognise and deal with fear
- Confront common problems that occur in the workplace
- Resolve conflict – deal with difficult people
- Raise sensitive issues

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