

Assertiveness Skills Training (1 day)

Course Overview

Fact: 7 out of 10 staff members lack assertiveness skills in order to carry out their daily duties effectively.

Building your self-esteem is the first step to becoming more assertive and is essential for confidence and success. It all begins with you. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. Today you will discover some simple techniques that dramatically increase your assertiveness and change how you feel about yourself. You will learn how to recognise the importance of learning self-acceptance and nurturing your sense of self.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

All individuals and professionals who would like to improve their overall effectiveness at work by improving their assertiveness skills.

Course Outline

SECTION 1: Building your Self-Esteem

SECTION 2: Impressions

1. Putting Others at Ease
2. Positive First Impressions

SECTION 3: Increasing our Self Esteem

1. Building it Up
2. Tearing it Down

SECTION 4: Self Confidence

1. Increasing your Confidence

SECTION 5: Assertiveness

1. What is assertiveness
2. How assertive are you?



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SECTION 6: *The 4 Communication Styles*

- Q1: Aggressive Communication Style
- Q2: Passive-Aggressive Communication Style
- Q3: Passive Communication Style
- Q4: Assertive Communication Style

SECTION 7: *The Ladder of Inference and Mental Models*

1. Where do our beliefs come from?
2. Why is it difficult to be Assertive?

SECTION 8: *Changing our Beliefs*

SECTION 9: *Ten ways to be Assertive*

SECTION 10: *The Language of Assertiveness*

SECTION 11: *Assertive Communication*

1. The Recipe for Success

SECTION 12: *Assertive Bill of Rights*

SECTION 13: *Connecting with People*