

# Assertiveness Skills

## What do I need?

The desire to communicate by being direct, honest and respectful while interacting with others.

## How long is the course?

1 Day

## Who should attend?

Those who wish to become more assertive, thereby reducing conflict, failure, stress and dissatisfaction.

### Lesson 1: **How to develop positive assertiveness**

Three basic behaviour styles  
Changing these behaviours

### Lesson 2: **Ensuring successful change**

Successful change using the correct tools  
Positive change

### Lesson 3: **Emotions of assertiveness**

The emotions  
Choices  
Talking about feelings

### Lesson 4: **Changing your behaviour**

Choosing your words  
Body language  
Warning signs

### Lesson 5: **Expanding assertiveness**

Assertive styles  
Identifying styles in communication  
Sending assertive messages

### Lesson 6: **Assertiveness**

### Lesson 7: **Assertive confrontation**

Defining the problem  
Tools for successful confrontation  
Active listening  
Present and future goal setting  
Acknowledging success



miCTsetA

MICT Seta Accreditation No:  
ACC/2007/00/367



[www.keybasepretoria.co.za](http://www.keybasepretoria.co.za)

Tel: 012 348 0099/0062  
Fax: 012 348 0046