

ASSERTIVENESS AND YOU

Unit Standard	9506/14569
NQF Level	4
Credits	4
Duration	2 Days
Organisational Development Area	All Staff Levels

SYNOPSIS

In the context of management, assertiveness is representing yourself, your opinions, recommendations, and all the psychological variables that relate to assertiveness, fully to others. Assertiveness is a major aspect of self-leadership; many experts would argue that you cannot lead others effectively if you cannot lead yourself.

Many people have difficulty speaking up in conflict situations, whilst others may feel intimidated by overpowering people, or have low self-esteem and regularly put aside their own desires in favour of what others want. This can result in a variety of psychological problems, especially depression, with feelings of low self-esteem and helplessness. Lack of assertiveness makes one feel powerless.

Meeting the demands of the working environment is crucial to effective functioning. To function at optimum levels we all need to attain a level of awareness, and understand people's behaviour. Being a better communicator, and negotiate with confidence are aspects of our interactions with people that assist staff to achieve organisational objectives.

The purpose of this course will be to provide the learner with an understanding of the nature, purpose and elements of assertiveness so as to maximise organisational, individual and team performance satisfaction.

COURSE OUTLINE

- How to control oneself and be less shy and more assertive;
- Understand the difference between being aggressive and being assertive;
- Improve self esteem;
- Cope better with stress;
- Approach dealing with conflict in a new way;
- Look and feel more assertive.

COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Understand how to be assertive and what denotes this behaviour;
- Understand different types of communicators;
- Build up your self esteem;
- Handle conflict and aggression positively and proactively;
- Understand and apply the assertiveness formula;
- Identify the necessary changes in your own behaviour to become more assertive.