

## Assertiveness @ Work

The contemporary business world is fast-changing, performance-oriented and pressurising. Key to avoiding burnout and succeeding is: **Being positive, saying 'no' when appropriate, setting boundaries and balancing commitments assertively.**

In order to do this people need to stand up for themselves and express their needs, opinions and beliefs in a direct yet respectful manner.

**This does not come naturally to most people. They either:**

1. Shy away from asserting themselves and turn into a doormat, which has people walk all over them.
2. Come across too strongly and aggressively, which can cause conflict and resentment.

Assertiveness At Work will help staff manage high-stress or high-emotional encounters by **developing the knowledge and skills to assert themselves effectively.** It will help them understand the difficulties they face when communicating with others, when they are trying to impact on others or persuade them to see their point of view.

This hands-on workshop provides scores of techniques and skills required in day-to-day life. It also addressed cognitive and emotional barriers to assertiveness that may prevent application of these skills.

### Expected outcomes

- \* Impact on others in a self-confident manner
- \* Stand up for their rights without violating the rights of others
- \* Express their opinions and views in a firm yet respectful manner
- \* Make themselves heard
- \* Command attention
- \* More effectively deal with conflict and confrontation.

**"Absolutely brilliant and extremely valuable. I can see how people are applying what they have learned.**

**10 out of 10!"**

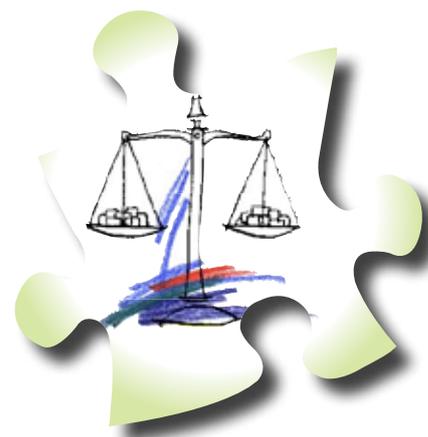
Alicia Wright,  
Finance Dept, SAB Alrode

**"This is just one of the programmes we use for our accelerated development candidates. Their feedback is that Assertiveness at Work stands out head and shoulders above the other programmes they have attended."**

Elme Young,  
HR Consultant, Drake and Scull

**"The resultant impact on personal growth, personal mastery and self-awareness has been tremendous and has had a marked impact on the way our staff 'show-up' in the workplace."**

Kirsty Homes  
Manager Staff Learning Centre,  
UCT



## Programme overview

### Concepts

- \* Four types of behaviour when under pressure:
  - Direct aggression
  - Passive aggression
  - Submissiveness
  - Assertiveness
- \* The signs and symptoms of each of these types.
- \* Identify your own behaviour in different situations at work:
  - The most difficult people you work with.
  - Your 'favourites'
  - The short and long term consequences of each type of behaviour.
- \* Exploring the benefits you, your team and the organisation will experience if you act in a more assertive way.
- \* Becoming more self-confident: The key to assertiveness.
- \* Identifying behavioural, emotional and cognitive obstacles that make it difficult for you to assert yourself in challenging situations.
- \* Exploring your rights and responsibilities in the work place.
- \* How to express your thoughts, feelings and concerns in a constructive manner.
- \* **Mastering assertive communication**
  - Active listening
  - Using the right words
  - The role of tone of voice and body language
  - Identify and learn to manage your 'hot buttons'
- \* **Using the recipe – the ingredients:**
  - Try to understand the other person's position/point of view
  - Express your concern
  - Explain why this is a problem
  - Say what you want done about it/explore options with the person
  - Knowing when and how to use each of these ingredients
- \* **Applying the principles of assertiveness in different difficult situations**
  - When giving feedback
  - When being criticised
  - When saying no
  - When not agreeing
  - When asking for information
  - When raising a concern
  - When dealing with aggression
  - When addressing poor performance
- \* **Experimenting with helpful tools and techniques**
  - Avoiding hooks
  - Using the core phrase
  - The broken record.
  - Applying these tools in specific environments.

## Target group

All employees in non-managerial roles. Different versions of the programme are available for learners from different NQF levels.

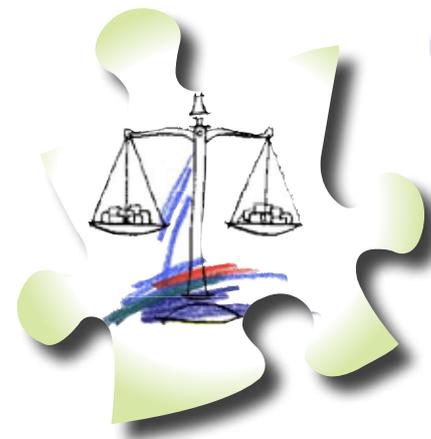
Enquire about our versions of Assertiveness at Work specifically for supervisors and for managers.

## Duration

Two days.

## Group size

Ideally 16 learners, maximum 20.



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