Unleashing Your Potential

IMSIMBI TRAINING

Course Outline

Assertiveness Skills

2 DAYS

This course is accredited by the Services Seta and the material covers unit standards at an NQF level 5: 252027 with 6 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.







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QCTO Quality Council for Trades & Occupations

ETA Transport Education Training Authority Driven by Vision

SERVICES SETA

cathsseta

ETDP SETA

MICTSETA

Course Objectives

Welcome to the exciting world of Assertiveness

Find Your Voice. Build Your Confidence. Do you struggle to say no, speak up for yourself or express your opinions with confidence?

Being assertive isn't about being aggressive or getting your own way. It's about having the confidence to express your thoughts, feelings and needs openly and respectfully, while valuing the perspectives of others.

Assertiveness is more than a communication skill, it's the foundation for greater self-confidence, healthier relationships and more effective workplace interactions.

This practical, interactive course will help you find the balance between being too passive and too aggressive. Empowering you to communicate with confidence, clarity and respect.

You'll discover how to set healthy boundaries, say "no" without feeling guilty, handle difficult conversations and manage conflict constructively. You'll also develop greater self-awareness and learn how to stand up for yourself without damaging relationships.

Whether you find it difficult to speak up in meetings, deal with demanding colleagues or express your needs, this course will equip you with practical tools to approach everyday workplace challenges with greater confidence. Your voice matters. Learn to use it with confidence.





Course Outcomes

Upon completing this course, the participants should be able to:

- Recognise the link between assertiveness, confidence and self-esteem.
- Identify the best approach to use when voicing ideas and opinions to colleagues.
- Handle difficult situations and people confidently and assertively.
- Deal with criticism, confrontation, anger, and negativity effectively and positively.
- Overcome feelings of apprehension and understand the importance of language and body language with assertiveness.
- Use assertiveness techniques for dealing with bullies and aggressive people.
- Learn to say no confidently.
- Develop techniques for better working relationships using assertiveness.





Course Outline

Day 1

- Defining Self-Awareness
- Recognise the link between assertiveness, confidence and self-esteem
- Locus of control
- The iceberg: functional and dysfunctional behaviours
- Deal with criticism, confrontation, anger, and negativity effectively and positively
- Our behavioural interaction with the world: submissive, aggressive and assertive
- Understanding the need for assertiveness
- The consequences of submissive behaviour





Day 2

- How to become more assertive
- Assertive communication
- An assertive tone and body language
- Mis concepts of assertiveness
- Learning to say no: roleplay
- Assertiveness techniques
- I Statements
- Conflict management: RVRR Method
- Dealing with aggressive behaviour: roleplay
- Managing stress and emotions
- Giving constructive feedback
- Courage and fear
- Appreciating yourself



