

# ASSERTIVENESS

Training course offered by VETTA Communication (Pty) Ltd.



## OBJECTIVES

This self growth and development workshop is designed to empower participants to build their self confidence and to understand the difference between assertive and/or aggressive behaviour – to improve communication and strengthen interpersonal relationships with colleagues and customers in an assertive and non-threatening manner.

## COURSE CONTENT

### Why be Assertive?

- Understanding assertive behaviour
- Negative and positive aspects of assertiveness
- When to be assertive and with whom?
- Difference between various character profiles
- Non-assertive job personalities
- Knowing your rights and responsibilities
- Dealing with criticism, objections, confrontation and conflict
- The disease to please and able to say 'no'

Workshop suitable for administrative staff, sales teams and junior management

### Assertiveness and your Approach

- Positive communication through first impressions
- Learning to sell your personality
- Learning to take initiative, making decisions and taking responsibility
- Being pro-active team participator
- Being positively assertive with both internal and external customers
- Knowing your strengths and enhancing these
- Learning to challenge

### Assertiveness and Integrity

- Dealing with difficult situations, customers and colleagues firmly but with tact
- Building self confidence
- Action plan for developing assertiveness skills

## COURSE DETAILS

**Duration:** 1 day

**Date:** 2011

**Time:** 08h30 - 16h30

**Cost:** R1766.00 p/person excl. 14% VAT

**Included:** Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

**This workshop can also be presented at your premises**

Book on line [www.vetta.co.za](http://www.vetta.co.za) or contact 086 111 VETTA (83882) or *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.  
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"Passion colours everything it touches"

