

ASSERTIVENESS AND TIME MANAGEMENT SKILLS

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

Many people have the potential of developing themselves in their careers. However their lack of assertiveness, self confidence and self-worth makes them easy prey for interruptions, work overload and overtime. This training serves to build self confidence, understand the importance of being assertive and focuses on time management techniques that will effectively assist the process.

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

Assertiveness and Dealing with Conflict

Taking Initiative and Responsibility

- Being pro-active and productive
- The power of saying 'No' and overcoming the disease to please
- Learning to challenge

Assertiveness and Integrity

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

Assertiveness and Time Management

- Time management principles
- Helpful hints for effective time management
- knowing your work cycles and power hours
- Reducing excessive interruptions
- Learning to prioritize
- Dealing with procrastination

Workshop suitable for administrative staff, sales teams and junior management

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.

Venue:

This workshop can also be presented at your premises

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



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

