



Soft Skills Courses

Practical Self-Confidence and Assertiveness Skills



2 Days



R 5, 950 Ex VAT



JHB, CPT and DBN

About the Course

Self-confidence and assertiveness skills are the pillars to personal success in a demanding and unforgiving business environment. Successful professionals in South Africa have all discovered the vast benefits of being assertive at work, and avoiding the traps of becoming too aggressive or submissive.

This practical 2 day Practical Self-Confidence and Assertiveness Skills course will highlight your current level of assertiveness and guide you through a number of practical exercises and case studies that will help you to boost your self-confidence and prepare you to implement your newfound assertiveness skills back in the workplace. Take this opportunity to discover how small changes in the way you communicate will result in increased productivity, motivation and success.

Who should attend

Anyone who wants to have the opportunity to practice using assertiveness in many work related situations and areas through practical, hands-on exercises and demonstrations should attend this course. Individual feedback will be given to assist the delegate to make the move towards a more assertive, effective working style.

What can you expect to learn

- Understanding self-confidence and how this dictates your interactions with others at work
- Introducing the 6 practical techniques that you can use to enhance your self confidence
- Differentiating between assertive, aggressive & submissive behaviours and why an assertiveness approach is a far better style in business
- The proven 4-step plan to becoming more assertive at work and home – with exercises to practice each step to imbed the best practices
- Practical ways of using assertiveness skills to defuse difficult situations and resolve conflict situations that you may encounter daily at work
- Applying assertive behaviour to your communication and how this will reduce ambiguity and uncertainty and increase the clarity of what you are saying
- Learning to assertively stand up for yourself, your team and your ideas without upsetting people, allowing people to take you more seriously and reduce your stress levels



(011) 454 5505



info@cbm-training.co.za



www.cbmtraining.co.za

Defining the Concept of Self-Confidence

- How confidence affects one's life and working career
- Understanding the concept of emotional intelligence
- The six pillars of Self Esteem

Techniques of Improving Confidence

- Know The 6 major ways of enhancing self confidence
- Taking an in-depth look at your "Life's Picture"
- Exploring and accepting your own social style
- Transactional analysis to explore and get the most out of your own individual personality
- Understanding Assertiveness
- The difference between "assertive", "aggressive" and "submissive" behaviour
- Understanding communication styles
- How assertiveness can lead to improved professionalism

Determining Your Level of Assertiveness

- An insight into your current level of assertiveness
- Rating your assertiveness in different situations
- Exploring your assertiveness communications skills

Understanding the Dangers of Aggressive Behaviour

- Avoiding being seen to be "pushy"
- Forgetting to listen to others viewpoints
- Upsetting other people unnecessarily
- The Proven Steps to Assertiveness
- Understanding your assertiveness rights
- The four legs to assertiveness
- Understanding your own tendencies
- Responding and Behaving Positively.
- Learning when and how to say "NO"
- The OBEFO framework for making your points in an assertive manner



Applying Assertive Behaviour to Daily Communication

- Know what you want to say and plan how to communicate it
- Acting appropriately –assertive body language
- Sticking to your point and refusing to be side-tracked
- Techniques for getting through when they aren't listening
- Defuse emotions by using assertiveness methods such as fogging, broken record or negative assertion

Building Ongoing Relationships

- Handling a Range of Difficult Business Situations
- Handling and dealing with criticism, either personally or aimed at the company
- Managing, motivating and disciplining a difficult employee
- Projecting assertiveness over the telephone
- Dealing with and resolving conflict situations

Assertiveness and Stress Management

- Identification of “Stress Producing Factors”
- Coping and channelling stress
- Steps to maintaining emotional control under stress

