



## AN ASSERTIVENESS WORKSHOP DID YOU HEAR ME

📞 087 135 5543

### WORKSHOP OUTLINE

- Understand assertiveness
- Understand the difference between aggressive, assertive and passive behaviour
- Break down in assertive communication
- Apply listening and questioning skills
- How assertive are you?
- Apply assertiveness in the workplace
- Evaluate change management
- Compare assertive and cultural differences
- Use assertiveness to deal with aggressive individuals
- 6 simple techniques in dealing with aggressive individuals

**01**

Focus on practical application of skills, learnt, applied and practised

**06**

Improving the learner's confidence, attitude, knowledge and skills are critical

**05**

Edge ensures that the learners are engaged and receptive to training

**02**

Knowledge sharing and team learning form part of Edge's unique training methods

**03**

Programmes are flexible and easily adaptable to suit the various learning styles

**04**

Interactive sessions include group discussions, case studies, Q & A sessions and role-plays

### COURSE METHODOLOGY

### OBJECTIVE

By the end of this course you will be able to identify examples of conflict within your workplace and have the ability to understand assertive, aggressive and passive behaviour, with an emphasis on measuring your own level of assertiveness. You will have a clear understanding of body language and its effect on conflict and we will give you practical steps that you can apply to any conflict situation to bring about a solution to the problem.

### EDGE TRAINING CONSULTANCY

With over 18 years of Human Development training experience, Edge Training has a Level 2 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed learnerships. Most of our learnerships and Workshops are also offered as online courses.

**CALL US: 087 135 5543**  
**WWW.EDGE TRAINING.CO.ZA**

**ADDING VALUE  
CHANGING LIVES**