



Assertiveness in the Workplace

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This workshop is geared towards all those individuals who wish to develop their assertiveness, enabling them to get results quicker and more effectively and communicate in an assertive manner with clients and fellow workers.

Being assertive does not come naturally to many individuals and requires an in-depth understanding of the practical application of gaining co-operation, as opposed to browbeating or coercion.

What Others Had to Say About this Course...

"I have learnt so much today and will be changing the way I do things in the future. Brilliant!" – Lizelle, Bergmann Ross and Partners

Who Should Attend this Course?

This course will benefit all staff.

Outcome

At the end of this workshop delegates will have the ability to analyse their behaviour against the criteria for "assertive behaviour" and pinpoint the errors they are making. They will have the necessary skills and knowledge on how to implement assertive behaviour and set clear parameters for themselves and others.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
9506	4	4	Communicate in an assertive manner with clients and fellow workers

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
Definition of Assertiveness	- Understanding what assertiveness is and what it is not - Assertiveness vs. unassertiveness and aggression
How Unassertive Behaviour Manifests	Recognising the situations where we tend to be unassertive and how these translate to daily behaviour patterns and habits
Consequences of Not Being Assertive	How being unassertive impacts on career, lives, jobs and those around us
How Assertive Behaviour Manifests	The positive results of assertive behaviour
Changing Others by Changing Yourself	Recognising your power and sphere of influence
Recognising Choice of Victim or Victor!	Finding the positive and the CAN do in the situation
Understanding People	- Recognising the different personality types and their communication styles - Self-analysis
Body Language	Reading it, understanding it, using it
Feeling the Fear and Doing it Anyway	- Applying our knowledge of unassertive behaviour to become more assertive - Techniques for building assertiveness and confidence
Criteria for Assertive Expression	Using the DESC (Describe, Express, Specify, Consequences) response
Criticism	How to give and how to receive
Practical	A practical approach
Working Towards Good Confidence	Recognising that being more assertive needs continual work and mindfulness

Afterburner Content (Optional add-on)

Topic	Details
Speaking to a Group	• Learn to read body language by identifying signs of disengagement such as lack of eye contact, doodling, and distracted behaviour. • Use videos or visual aids to recapture attention and vary the content to maintain interest. • Incorporate physical activities such as brain breaks to refresh the audience's focus and improve decision-making and memory. • Learn how to involve the audience by asking questions or for a show of hands to regain their attention and foster interaction.
One-on-One Communication	• Understand how to read subtle cues like fidgeting, lack of eye contact, and closed body language to adjust your approach. • Learn how to use open body language, hand gestures, and voice modulation to convey confidence and build rapport. • Manage nervousness by practicing techniques such as controlled breathing, slowing your speech, and muscle relaxation to reduce anxiety during conversations. • Learn how to engage effectively by asking questions to shift focus and give yourself time to gather thoughts when feeling nervous.
Self-Esteem vs. Self-Worth	• Understand that self-esteem is dependent on external validation and can fluctuate based on successes and failures. • Learn that self-worth is intrinsic and does not rely on achievements or comparisons with others. • Learn to embrace self-acceptance by acknowledging both strengths and flaws, and work towards valuing yourself unconditionally. • Recognise that self-worth requires ongoing effort but leads to a more stable and assertive sense of self compared to self-esteem.

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)