



Elsabé Manning

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ASSERTIVENESS (2 Days)

Assertiveness is the extent to which a person is able to express their needs, wants, expectations, feelings, opinions and beliefs in direct, honest and appropriate ways, as well as exercise their legitimate authority in order to get a team, group or individual to accomplish requested tasks or activities.

COURSE OUTLINE

1. Emotional Intelligence
2. Determinants Of Human Behaviour
3. Self-Perception Assessment
4. Reasons For Acting Assertively – Some Practical Considerations
5. Reframing
 - a. Who Is In Charge?
 - b. Power Maps
 - c. Beliefs
 - d. Rights And Responsibilities
 - e. Responsibilities
 - f. Overriding Responsibilities
 - g. Feelings
6. Changing Your Behaviour
 - a. Types Of Verbal Responses
 - b. Dealing With Specific Situations