



# **DID YOU HEAR ME?**

**AN ASSERTIVENESS  
WORKSHOP**



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## AN ASSERTIVENESS WORKSHOP

### WORKSHOP OUTLINE & OBJECTIVES

- Understanding the 3 essential elements to assertive Communication
- Identifying the different behaviours and words in
- Aggressive, passive and assertive behaviour
- Discovering the simple techniques you can apply to be more assertive
- The 6 steps to dealing with aggressive individuals
- Preparing yourself to be more assertive
- Applying assertiveness in the work place by building trust and managing change

### WORKSHOP SCHEDULE

- 08:30 Registration & Coffee
- 09:00 Workshop Commences
- 10:30 Morning Refreshments
- 13:00 Lunch
- 15:00 Afternoon Refreshments
- 16:00 Workshop Ends

### COURSE METHODOLOGY

This workshop is conducted with maximum use of practical application of the skills acquired. Participants will, both by themselves and in groups, work with role plays, problem solving, case studies and unique training exercises to ensure they acquire, reinforce and retain newly acquired skills, attitudes and characteristics.

### EDGE TRAINING CONSULTANCY

Edge Training is a Fully Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 17 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint of Agencies.

#### EDGE TRAINING CONSULTANCY (PTY) LTD



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SSETA Accreditation #1135

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