



ERGO BUSINESS DEVELOPMENT ACADEMY NPC

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Assertiveness Skills

Duration 1 Day

Target Population:

- Managers
- Supervisors
- Team leaders
- Any person who is aggressive or passive in the workplace

Comment:

This programme will bring about tangible improvements in personal assertiveness levels. It is based on the practice of newly acquired skills through extensive use of fun-filled case studies.

Main Content Areas

- ✓ Self analysis
- ✓ Assertiveness dimensions
- ✓ Adaptive versus unadaptive behaviour
- ✓ What is assertiveness
- ✓ Understanding rights and duties
- ✓ Assertiveness tools
 - The basic premise of judgment and defensiveness
 - Tools
 - Broken record
 - Coping skills
 - Fogging
 - Negative assertion
 - Negative enquiry
 - Conversation skills
 - Free information
 - Self disclosure
 - Towards workable collaboration

Outcome:

- In House Certificate

