



Soft Skills



Regaining your Confidence and becoming Assertive



2 Day Course



Classroom or Virtual Blended Training



About the Course

 **Classroom:** R 6, 850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

Self-confidence and assertiveness skills are the pillars to personal success in a demanding and unforgiving business environment.

Successful professionals worldwide have all discovered the vast benefits of being assertive at work and avoiding the traps of becoming too aggressive or submissive.

This practical 2-day **Regaining your Confidence and becoming Assertive course** will highlight your current level of assertiveness and guide you through a number of practical exercises and case studies that will help you to boost your self-confidence and prepare you to implement your newfound assertiveness skills back in the workplace.

Take this opportunity to discover how small changes in the way you communicate will result in increased productivity, motivation and success.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance

What you will learn

- Understanding self confidence and how this dictates your interactions with others at work
- Introducing the 6 practical techniques that you can use to enhance your self confidence
- Differentiating between assertive, aggressive & submissive behaviours and why an assertiveness approach is a far better style in business
- The proven 4-step plan to becoming more assertive at work and home – with exercises to practice each step to imbed the best practices
- Practical ways of using assertiveness skills to defuse difficult situations and resolve conflict situations that you may encounter daily at work
- Learning the dangers of passive-aggressive behaviour
- Applying assertive behaviour to your communication and how this will reduce ambiguity and uncertainty and increase the clarity of what you are saying
- Learning to assertively stand up for yourself, your team and your ideas without upsetting people, allowing people to take you more seriously and reduce your stress levels
- Maintaining emotional control under stressful situations

Who should attend

Anyone who wants to have the opportunity to practice using assertiveness in many work-related situations and areas through practical, hands-on exercises and demonstrations should attend this course. Individual feedback will be given to assist the delegate to make the move towards a more assertive, effective working style.



“I can recommend this course to anybody. It gave me a whole new outlook on life, and I learnt key tips on how to be more assertive and which areas I need to work on to change for the better!”

- **Administrator,**
Hytec Holdings

Course Programme Agenda

Defining the Concept of Self Confidence

- How confidence affects one's life and working career
- Understanding the concept of emotional intelligence
- The six pillars of self esteem

Techniques of Improving Confidence

- Know the 6 major ways of enhancing self confidence
- Taking an in-depth look at your "Life's Picture"
- Exploring and accepting your own social style
- Transactional analysis to explore and get the most out of your own individual personality
- Understanding assertiveness
- The difference between "assertive", "aggressive" and "submissive" behaviour
- Understanding communication styles
- How assertiveness can lead to improved professionalism

Determining your Level of Assertiveness

- An insight into your current level of assertiveness
- Rating your assertiveness in different situations
- Exploring your assertiveness communications skills

Understanding the Dangers of Aggressive, Passive and Passive-Aggressive Behaviour

- Avoiding being seen to be "pushy"
- Forgetting to listen to others viewpoints
- Upsetting other people unnecessarily
- The proven steps to assertiveness
- Understanding your assertiveness rights
- The four legs to assertiveness
- Understanding your own tendencies
- Responding and behaving positively.
- Learning when and how to say "NO"
- The OBEFO framework for making your points in an assertive manner

Applying Assertive Behaviour to Daily Communication

- Know what you want to say and plan how to communicate it
- Acting appropriately – assertive body language
- Sticking to your point and refusing to be side-tracked
- Techniques for getting through when they aren't listening
- Defuse emotions by using assertiveness methods such as fogging, broken record or negative assertion

Building Ongoing Relationships

- Handling a range of difficult business situations
- Handling and dealing with criticism, either personally or aimed at the company
- Managing, motivating and disciplining a difficult employee
- Projecting assertiveness over the telephone
- Dealing with and resolving conflict situations

Assertiveness and Stress Management

- Identification of "Stress Producing Factors"
- Coping and channelling stress
- Steps to maintaining emotional control under stress



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent (*available during business hours only*).

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

+27 (0)11 454 5505

info@cbm-training.co.za

www.cbmtraining.co.za

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