



Assertiveness, Self-awareness and Influencing Skills

Suitable for:
Supervisors, Team Leaders, Managers, General Staff, Shop Stewards

Course duration: 2 days

NQF level: 4

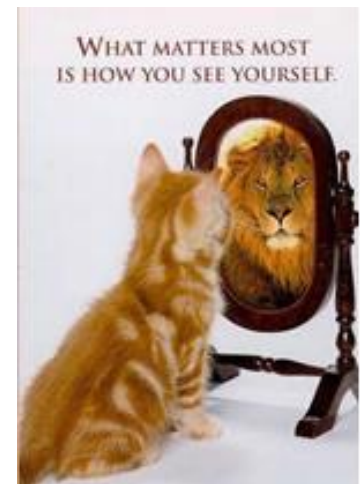
Course objective:

The ability to interact effectively and influence others is a highly valuable skill.

Through this training programme you will gain an understanding of your strengths, as well as how to adapt your behaviour to more effectively interact and influence others.

Course content and outcomes:

- The value of self-awareness and openness
- Self-confidence – how one should go about building it
- The difference between passive, assertive and aggressive behaviour
- Body language and assertive behaviour
- The barriers to assertive behaviour
- Influencing skills
- Thought control and positive assertion
- The skills of giving and receiving feedback
- Destructive and constructive criticism
- How to be constructive in confrontation situations



Contact us to register or arrange in-house training:

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