

SKILLS DEVELOPMENT COURSE: ASSERTIVENESS

COURSE SPECIFICATIONS

Course Code:	SDF-ASSERT
Course Length:	1 Day
Start Time:	08:30
End Time:	15:30
Available for:	Local or On-Site Training

PURPOSE

To provide each employee with the knowledge and skills to communicate assertively with customers and colleagues.

TARGET AUDIENCE

This course is designed for all employees.

LEARNING OUTLINE

1. Understand passive/submissive, aggressive, and assertive behaviour
2. Identify and practice various assertiveness techniques

INCLUDES THE FOLLOWING

1. Course Material
2. Notes
3. PoE (*if applicable*)

For local training at a Onetrust training venue:

1. Refreshments
2. Lunch

**Catering is the responsibility of the client for on-site training.*

CERTIFICATION

Currently, this course is only available for non-accredited training, and therefore candidates will receive a *Certificate of Training/Attendance*, as no form of assessment will take place.

MERSETA TRAINING PROVIDER

Onetrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.) We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes.

CONTACT DETAILS

Further enquiries may be directed to:

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