

Lynn Page & Associates

We develop people, processes, programmes & learning solutions

Communicate in an assertive manner with clients and fellow workers

Thrive! (Assertiveness)

Aligned to USID 9506 | Credits 4 | NQF Level 4

Duration: 2 days

Thrive! has been developed to help individuals below management level take ownership of their work and careers, to be motivated to actively develop their potential and to fully utilize their strengths to enhance work satisfaction and increase their contribution to the organization.

Programme overview:

Module 1: The World of Work

- ◆ How this affects job security
- ◆ Why learning is essential to survive and thrive in the new world of work
- ◆ Your learning style: understand how you learn best
- ◆ The role of coaching to help you grow. How to use this opportunity fully
- ◆ Your 'fit' with your organisation's culture, values and work standards

Module 2: Personal Leadership

- ◆ Understanding your personal journey and how this influenced you
- ◆ Self-esteem: what it is and how it affects your behaviour
- ◆ Your strengths, gifts and assets and how to use them more fully in your work
- ◆ Work/life balance: why this is important and how to work towards it
- ◆ Work and personal goals: identify yours and devise an action plan to get there
- ◆ Attitude: the role of ownership, optimism and resilience in achieving success

Module 3: Interpersonal Relationships

- ◆ The role of relationships in career and work success
- ◆ How to grow respect, understanding and trust in your work relationships
- ◆ Understanding diversity and building relationships with diverse individuals

- ◆ Managing upwards: why it is necessary and how to go about it

Module 4: Communication

- ◆ The role of communication in building relationships and getting the work done
- ◆ Different levels of communication and when each is appropriate
- ◆ How to express your thoughts, opinions and concerns openly and honestly, yet respectfully to make sure that you are heard
- ◆ Feedback: why it is important and how to give and receive it
- ◆ Active listening: what it is and how to do it more effectively

Module 5: Conflict Handling

- ◆ The impact of conflict on relationships and on the results you achieve
- ◆ Causes of conflict on individual and organisational level
- ◆ Different styles of handling conflict and the impact of each on self and others
- ◆ Your conflict handling style: understand how it is working for or against you
- ◆ Key principles to keep in mind in a conflict situation
- ◆ Applying constructive conflict handling skills in typical conflict situations

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Module 6: Assertiveness

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