

**Course Fact Sheet only for
MERSETA SMME Project 2009
from 1st Jan 2009 to 31st March 2010
Damelin Saldanha**

Fact Sheet

COMMUNICATE ASSERTIVELY

Communicate In An Assertive Manner With Clients And Fellow Workers.

US 9506 – Level 4 (4 Credits)

Identify assertive behaviour and discuss the advantages.

- The concept assertiveness is understood and explained.
- Different types of assertive behaviour are identified.
- Advantages of assertive behaviour are listed and discussed.

Understand the importance of assertiveness as an important tool to use to communicate effectively.

- Different ways of communicating with fellow-workers are identified and discussed.
- The advantages of assertive behaviour are listed discussed.
- Different situations where assertive behaviour will be to the advantage are listed and discussed.

Use different techniques to be assertive.

- Different assertiveness techniques are identified and explained.
- Techniques are role-played.
- Strengths and weaknesses of different techniques are listed and discussed.
- Assertiveness techniques are used within context.

COURSE DURATION: 1 DAY


Damelin