



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Assertiveness & Self-Confidence

Overview

Assertiveness and self-confidence are essential skills for success in the workplace. This course equips delegates with the tools and mindset to assert themselves respectfully, communicate clearly, and navigate interpersonal and professional situations with confidence and resilience. By developing these skills, participants will learn to build rapport, manage conflict constructively, and create positive outcomes in challenging interactions.

Objectives

On completion of this course, delegates will be able to:

- Define assertiveness and self-confidence, and identify the four communication styles.
- Recognise types of negative thinking and strategies to overcome them.
- Distinguish between listening and hearing, and apply effective questioning and body language skills.
- Set SMART goals for assertive behaviour and personal growth.
- Apply positive self-talk and techniques to build self-worth.
- Understand the role of appearance and body language in creating strong first impressions.
- Use "I-Messages" to communicate assertively.
- Apply the STAR model to present ideas confidently.
- Build rapport, express disagreement respectfully, and reach consensus.
- Handle difficult behaviours and situations effectively.
- Strengthen emotional intelligence to balance assertiveness with empathy.
- Apply assertiveness techniques in virtual and hybrid workplace communication.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by an experienced subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is designed for anyone needing practical strategies to handle conflict with colleagues, managers, customers, or suppliers, including:

- Administrative Staff
- Team Leaders & Supervisors
- Middle Managers
- Customer Service Representatives
- Sales & Marketing Staff
- Human Resources Personnel
- Project Managers

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Assertiveness & Self-Confidence • What is assertiveness? • What is self-confidence? • The four styles of communication • Identifying personal barriers and obstacles • Types of negative thinking and strategies to overcome them • Emotional intelligence as a foundation for assertiveness
Module 2	Communication Skills for Assertiveness • Listening vs hearing: why it matters • Asking effective questions • The importance of body language • Using tone and voice to project confidence • Communicating with "I-Messages" • Assertiveness in virtual meetings and email communication

Module 3	Goal Setting & Positive Self-Development • The importance of goal setting for confidence • Setting SMART goals • Identifying personal strengths and areas for improvement • Positive self-talk and self-worth building • Creating a personal development plan • Resilience techniques for handling setbacks and challenges
Module 4	Professional Presence & Presentations • First impressions: appearance and professionalism • The role of body language in confidence • Sounding confident in conversations and presentations • Using the STAR model to present ideas and make a case • Handling “on the spot” presentation challenges • Strategies to influence and persuade assertively
Module 5	Managing Difficult Situations & Building Rapport • Building rapport with colleagues and clients • Expressing disagreement respectfully • Reaching consensus in group settings • Key tactics for dealing with difficult behaviours • Moving from conflict to constructive outcomes • Role-playing scenarios for practising assertive responses

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course)Electronic Delegate Feedback Questionnaire