

Communicate in an assertive manner with clients & fellow workers

Detailed course content as per SAQA requirements



AiR

The following document contains detailed course content as per SAQA requirements. AIR Training, Consulting & Services fully adheres to SAQA legislation. This information may also be retrieved from SAQA.

Communicate in an assertive manner with clients and fellow workers

Unit Standard Number: 9506

NQF Level: 04

Credits: 4

PURPOSE OF THE UNIT STANDARD:

Identify assertive behaviour, realise the value thereof and practice some assertiveness techniques.

SPECIFIC OUTCOMES AND ASSESSMENT CRITERIA:

SPECIFIC OUTCOME 1

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.

SPECIFIC OUTCOME 2

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 and discussed.
- Different situations where assertive behaviour will be to the advantage are listed and discussed.

SPECIFIC OUTCOME 3

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.