



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

## Assertiveness In The Workplace - (2 Days)

**Unit Standards 9506 NQF level-4, 2-credits**

### Course Outcome

- i. Understand the value of assertive behavior
- ii. Identify different types of assertive behaviors
- iii. Understanding verbal and non verbal characteristics
- iv. Importance of assertiveness in order to communicate effectively
- v. Resolving grievances in a professional manner