

MASTERING CONFIDENCE, INFLUENCE AND ASSERTIVENESS SKILLS

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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★ COURSE OVERVIEW

There you go, you've just said **yes** to something you know you should have said **no** to. How did it happen this time? How did they get that one past you, **again?**

We've all been there. We've all kicked ourselves after the fact. But some people seem to just get it right! They can say "no" appropriately, they can influence others to their way of thinking and, to top it all, they manage to do it in a way that everyone still likes them!

So, how can you do the same? Fortunately, the skills can be mastered and to assist you in this regard, AstroTech offers a training course which covers the following key topics:

CONFIDENCE & ASSERTIVENESS SKILLS

- Being assertive while still maintaining positive relationships
- Standing up for your and your company's rights
- Handling difficult people and tricky situations professionally, calmly and effectively
- The impact of your image on your self-confidence and vice versa
- Gain more control of what happens in your work environment
- Achieve the outcomes that your manager expects of you when dealing with difficult situations
- Making difficult situations easier through preparation and planning
- Learning to say "No" and knowing when it is appropriate
- Maintaining confidence when dealing with senior management or important clients
- Constructively dealing with people that waste your time
- Knowing when assertiveness is appropriate
- Understanding that "I matter and you do too"
- Knowing how and when you need to get tough

INFLUENCING SKILLS

- Learn how to influence and shape outcomes in your workplace, whether or not from a position of authority
- Learn positive influencing language and how to use it
- Being aware of the affect that you can have on other people
- Adapting and modifying your personal style to get your own way, while still being true to yourself
- Learn how to influence at meetings and during presentations
- Learning to increase co-operation from co-workers
- Mastering the art of persuasion
- Why pushing, bullying & bludgeoning **DO NOT WORK!**
- Learn how to understand the motivations of others
- Learn how to build effortless rapport
- Building networks in and out of the workplace
- Expanding your spheres of influence



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Bookkeepers, accounts clerks and administrators
- Assistant managers, junior managers, supervisors and team leaders
- Recent graduates and new employees who need help finding their place in the business world
- Reception, secretarial, administrative and support staff who want to improve their job performance and career prospects

★ OUTCOMES

After attending this course attendees should be able to:

- Improved self-esteem and a positive attitude through confident behaviour
- Enhanced work performance through constructive conflict management
- Better decision making and improved relationships with clients and colleagues
- No more being the victim: you will gain the respect of your peers
- Gain more control of what happens in your work environment, and your personal life
- Achieve targets and exceed your manager's expectations through self-belief and confidence in your own talents
- Show yourself capable of more responsibility and be picked for promotion!

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- A notepad & pen
- One month of free telephonic and e-mail support included

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.