

Workshop Title	Assertiveness Skills
Workshop Description	This workshop will introduce delegates to the importance of assertiveness in the workplace. It will assist employees in differentiating between assertion, aggression and non-assertion. Delegates will gain insight into the necessary techniques in displaying confidence, effectiveness and diplomacy when interacting with others. The course also teaches one to be more persuasive and influential.
Admission Requirements	<ul style="list-style-type: none"> • Must be at least twenty three years of age. • Must be in possession of a matric certificate or the mature age exemption procedure will apply.
Delivery Method	Contact Session
Duration	1 day/ 8 hours
Price	Refer to BSU Fee Schedule
Enquiry Contact	bsuenquiries@dut.ac.za / 031 -373 5710/5762