

# MASTERING CONFIDENCE, INFLUENCE AND ASSERTIVENESS SKILLS

## ★ 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, BizTech is offering 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 DATE

13 - 14 December 2010

## COURSE DURATION

2 days - 08:30 to 16:30 daily

## COURSE FEES

R6 550 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date.

## WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

## REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



## 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 you 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!

## TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

## ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

This course is accredited by ICAP (the Institute for Certified Administrative Professionals) who is the authorised, licensed, exclusive agent for the International Association of Administrative Professionals®

## BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

## THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

## TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

### CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at [training@biztech.co.za](mailto:training@biztech.co.za)

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course:

100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

### POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

### ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

### PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

### COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

### DISCLAIMER

BizTech wish to advise that they 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 BizTech to the client.



# ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to **011 582 3301** or  
E-mail **training@biztech.co.za**

## SALES CONTRACT

COURSE NAME:  
**MASTERING CONFIDENCE, INFLUENCE & ASSERTIVENESS SKILLS**  
COURSE CODE: **MCIA 131210**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED**

### > DELEGATE DETAILS [Please print clearly]

1 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.

2 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.

Special Dietary Needs  No. of Kosher  No. of Halaal  Other \_\_\_\_\_

Special Needs (e.g. wheelchair) \_\_\_\_\_

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

### > COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Postal Code

Company VAT Registration No.

Telephone No.  Fax No.

### > PAYMENT DETAILS

Invoice Contact Person \_\_\_\_\_  
Telephone No.

E-mail \_\_\_\_\_  
Purchase Order No (if applicable)

Do you require separate invoices for each delegate?  YES  NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

### > AUTHORISATION

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Telephone No.

E-mail \_\_\_\_\_  
Signature \_\_\_\_\_ Date

Fees **R6 550.00 (excl. VAT) per delegate**  
Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**  
Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (29 November 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



# ENROLMENT FORM (CONT.)

## > DELEGATE DETAILS [Please print clearly]

3 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

4 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

5 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

6 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

7 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

8 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

9 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

10 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

