

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

03 - 04 December 2012

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R7 010 (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

- A detailed manual, workbook and CD
- A quality folder, notepad and pen
- One month of free telephonic and e-mail support included

SETA ACCREDITATION

BizTech Training is accredited as a Training Provider with the Services SETA (No: **3880**). Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

ICAP ACCREDITATION

This course is accredited by **ICAP** (the Institute for Certified Administrative Professionals). By attending you earn 10 CAP points®

LEVEL 1 BBBEE STATUS

Spending with BizTech counts twice! You can claim 135% 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!

THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit <http://www.astrotechconf.co.za/accommodation>

TERMS & CONDITIONS

- If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@biztech.co.za within the following timeframes:

CANCELLATIONS:	
CANCEL WITHOUT COSTS:	If you advise us BY EMAIL at least SEVEN calendar days before the course
PAY 50% OF THE COURSE FEE:	If you advise us BY EMAIL less than SEVEN calendar days, but more than 24 hours before the course
PAY 100% OF THE COURSE FEE:	If you advise us BY EMAIL less than 24 hours before the start of the scheduled course, OR if the delegate is ABSENT without notification
POSTPONEMENTS:	
WITHOUT COSTS:	If you advise us BY EMAIL more than THREE working days before the course
WITH ADDITIONAL FEE (R1,430 PER DELEGATE):	If you advise us BY EMAIL THREE or less working days before the course starts, or if the delegate is ABSENT without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **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 email to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.
- **DISCLAIMER:**
BizTech 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.



