



Assertiveness
H/615/2253

Assessment Workbook

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Introduction

This workbook has been developed so that you are able to collect and present evidence that demonstrates your knowledge and skills in relation to assertiveness.

There are different sections that make up this workbook in order to make sure you are able to complete all of the tasks necessary but you will be provided with support as you move along by your Assessor.

Further learning materials and support is available through your studying membership of the Institute of Enterprise and Entrepreneurs. If you haven't yet received your login please speak to your Assessor who will be happy to sort this out for you.

This unit contains two learning outcomes and will support you to be able to:

- Understand about assertiveness
- Be able to improve own assertiveness

The evidence within this workbook will be assessed by,

Assessor Name:

and will be quality assured by,

Internal Quality Assurer Name:

Your Assessor will support you to plan how best to demonstrate your knowledge and skills which may be through the completion of the activities within this workbook or may include additional tasks best suited to you.

If any additional tasks are to be completed these will be listed in the table below with target dates for which you should try your best to complete each task listed.

Task	Target Date	Re-planned Target Date
Completion of the activities included within this workbook		

By signing below you agree to completing the work as detailed above and working with your Assessor to achieve this by the deadlines indicated.

Learner Name:

Signature:

Date:

Assessor Name:

Signature:

Date:

Activities

Activity 1

Being assertive is a core communication skill when used correctly. In the box below describe what is meant by assertiveness and how it can benefit your own self-esteem and self-belief and also how it can benefit others

Assertiveness is.....

Being assertive helps me because.....

Being assertive helps others because.....

Activity 2

Using your own experiences, in the box below describe a situation when you used assertiveness to achieve a positive outcome

There are many techniques to improve your own assertiveness. It is important to remember that being assertive is not the same as being aggressive, on the contrary, it is about putting your views over in a calm and confident way.

In the table below, identify a range of techniques that you could use to improve your own assertiveness

Technique 1
Technique 2
Technique 3

Now select one of the techniques you have outlined and use it to explain how it could have helped to improve your assertiveness in a situation of your choice.

Think about how it would have better prepared you prior to the situation happening and how it would have helped you achieve the desired outcome from the situation

A large, solid gray rectangular area that occupies most of the page below the instructions. It is intended for the student to write their response to the prompt.

Activity Mapping

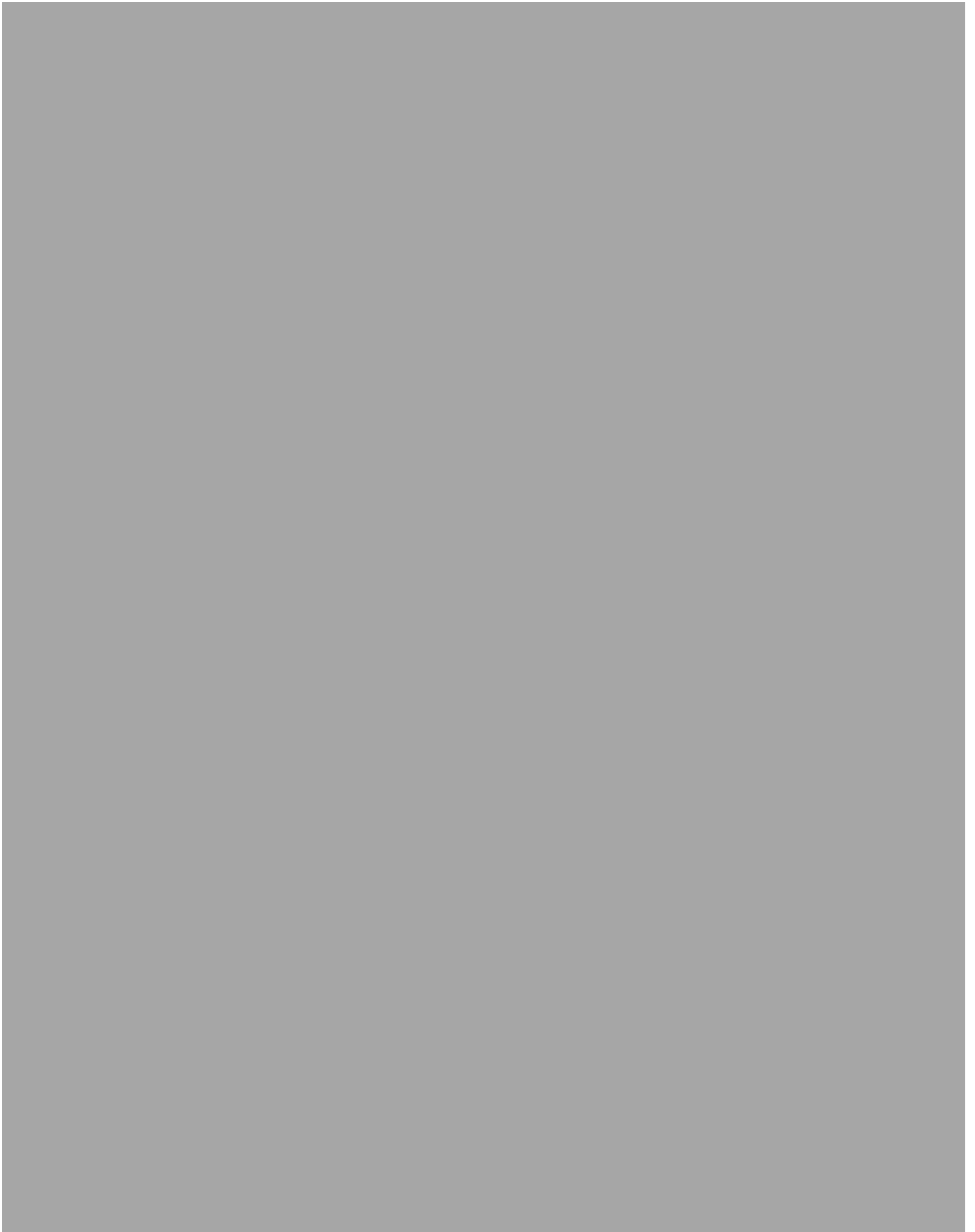
Now you have completed the activities to demonstrate your knowledge and skills it is time for your Assessor to map your work against the standards listed below.

By doing this they will be making sure that the work you have provided by completing the activities meets the requirements for you to gain your certificate.

Your Assessor will provide you with feedback on how you have done and whether any more work may be required.

Assessment Criterion - The learner can:	Activity Number or Reference Number of Additional Activities:	Assessor Signed Off (/):
Explain what is meant by assertiveness	1	
Explain how assertiveness can benefit: Others Own self-esteem and self-belief	1	
Describe situations from own experience when assertiveness was used to achieve a positive outcome	2	
Identify a range of techniques to improve own assertiveness	3	
Select, justify and implement a techniques to improve assertiveness in a given situation	3	

Assessor Feedback



Authenticity Declarations

Learner Declaration

By signing this declaration you agree that the evidence provided within this workbook has been produced by you and meets the requirements of being authentic, sufficient, valid and current to the standards required.

Learner Signature:

Date:

Assessor Declaration

By signing this declaration you agree that you have assessed all of the evidence produced within this workbook and have ensured that the work is that of the learner. You are also declaring that during the learning process you have ensured that the evidence is authentic, sufficient, valid and current to the standards required.

Assessor Signature:

Date:

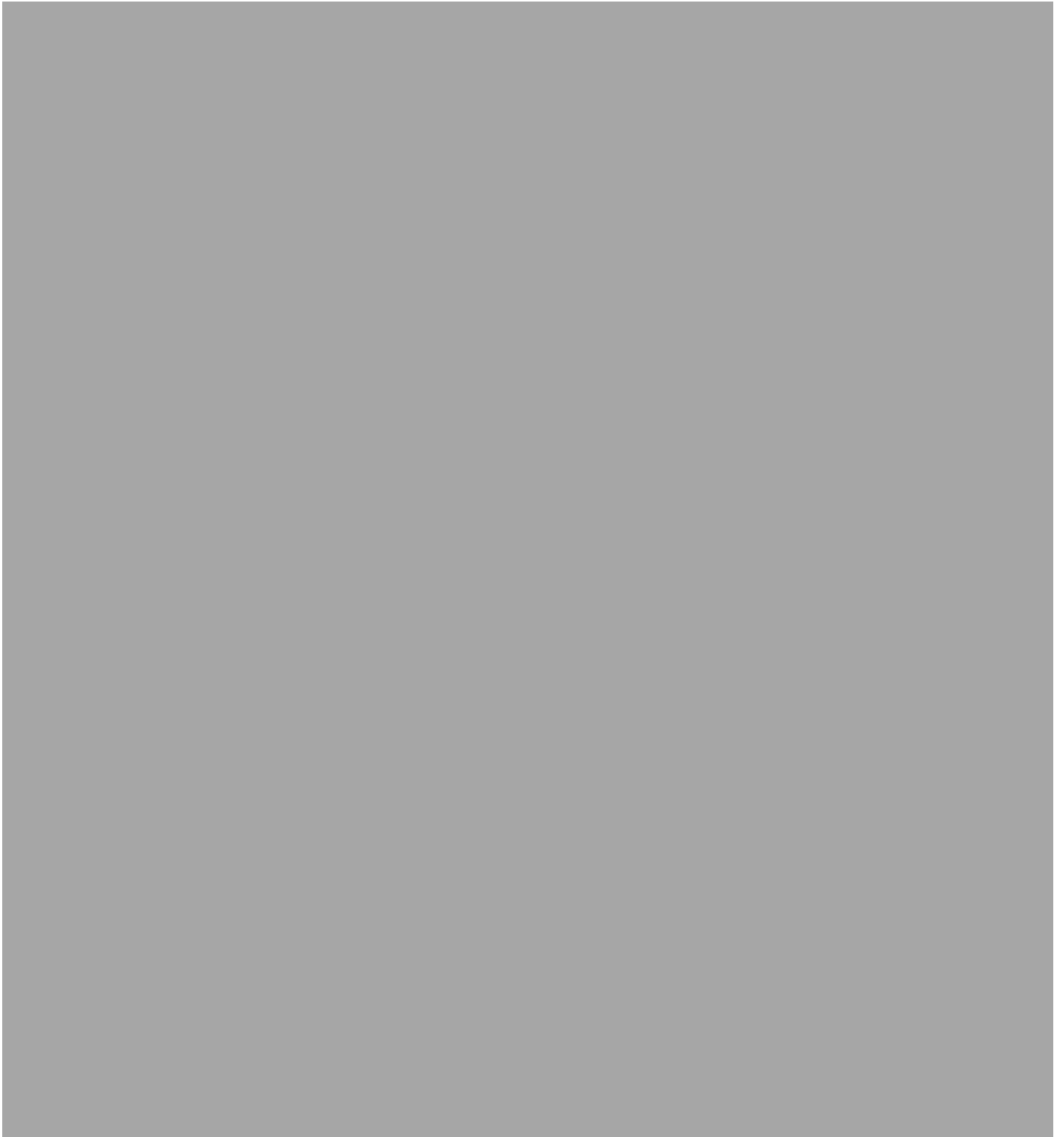
IQA Signature (if applicable):

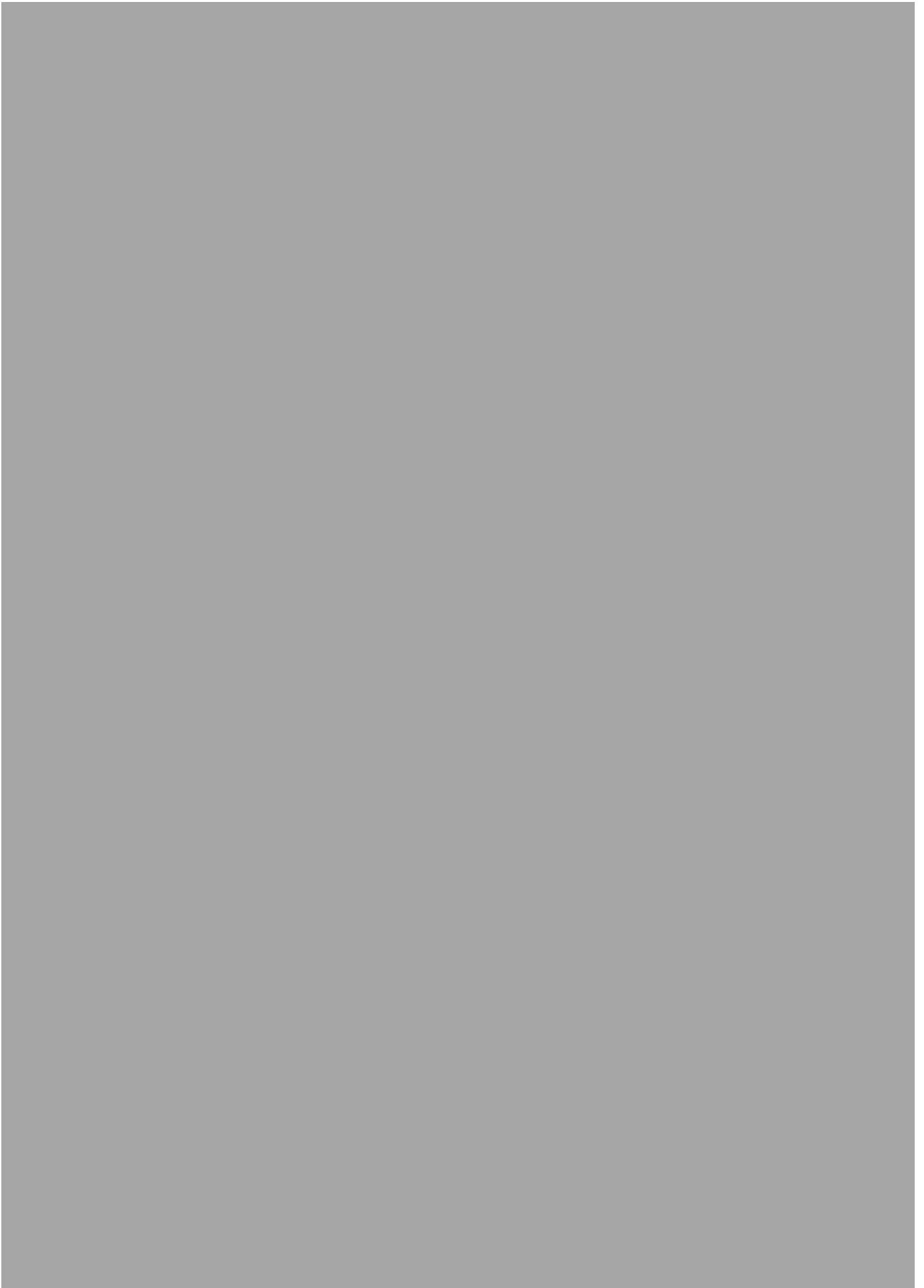
Date:

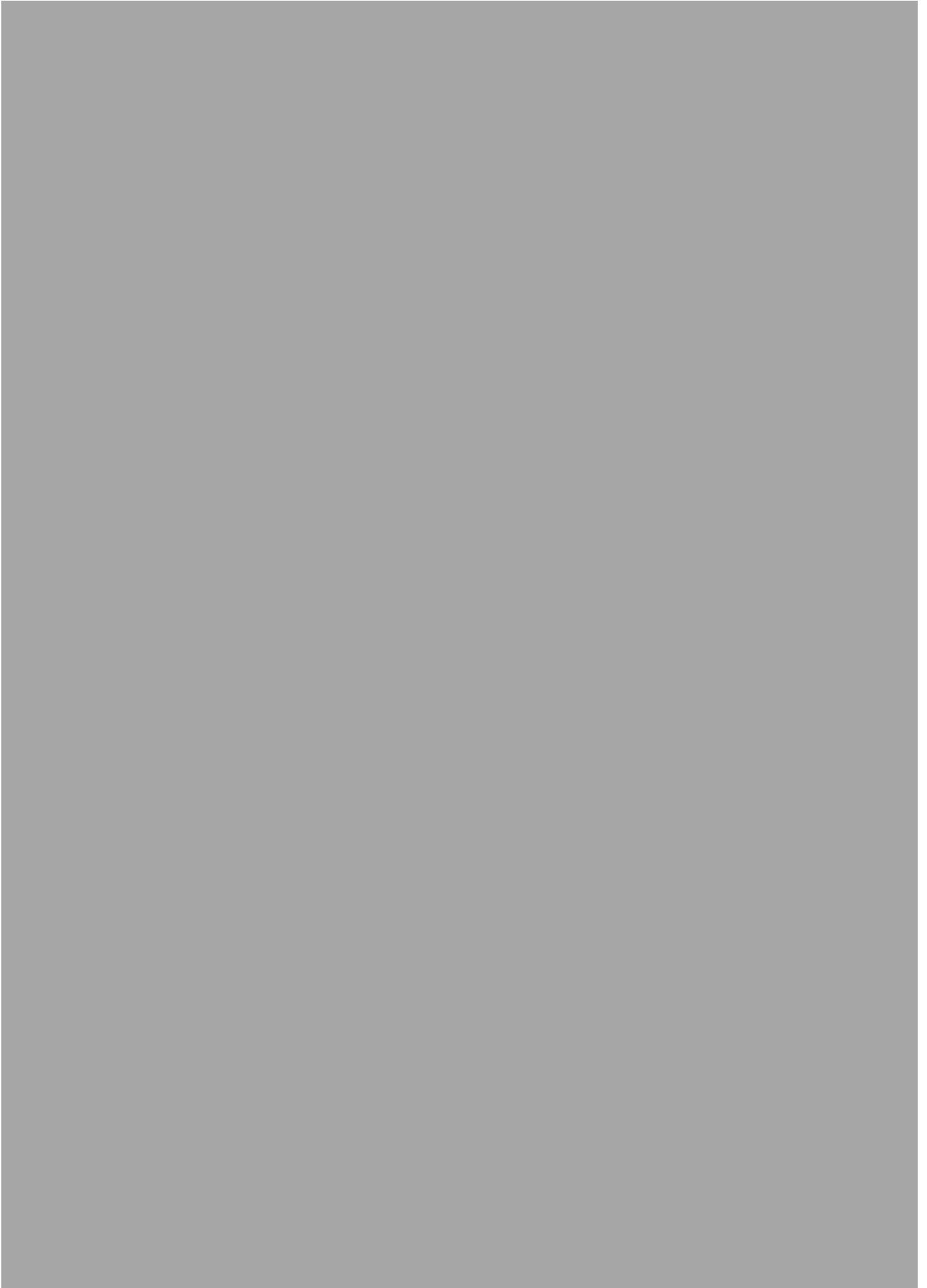
Additional Evidence Forms

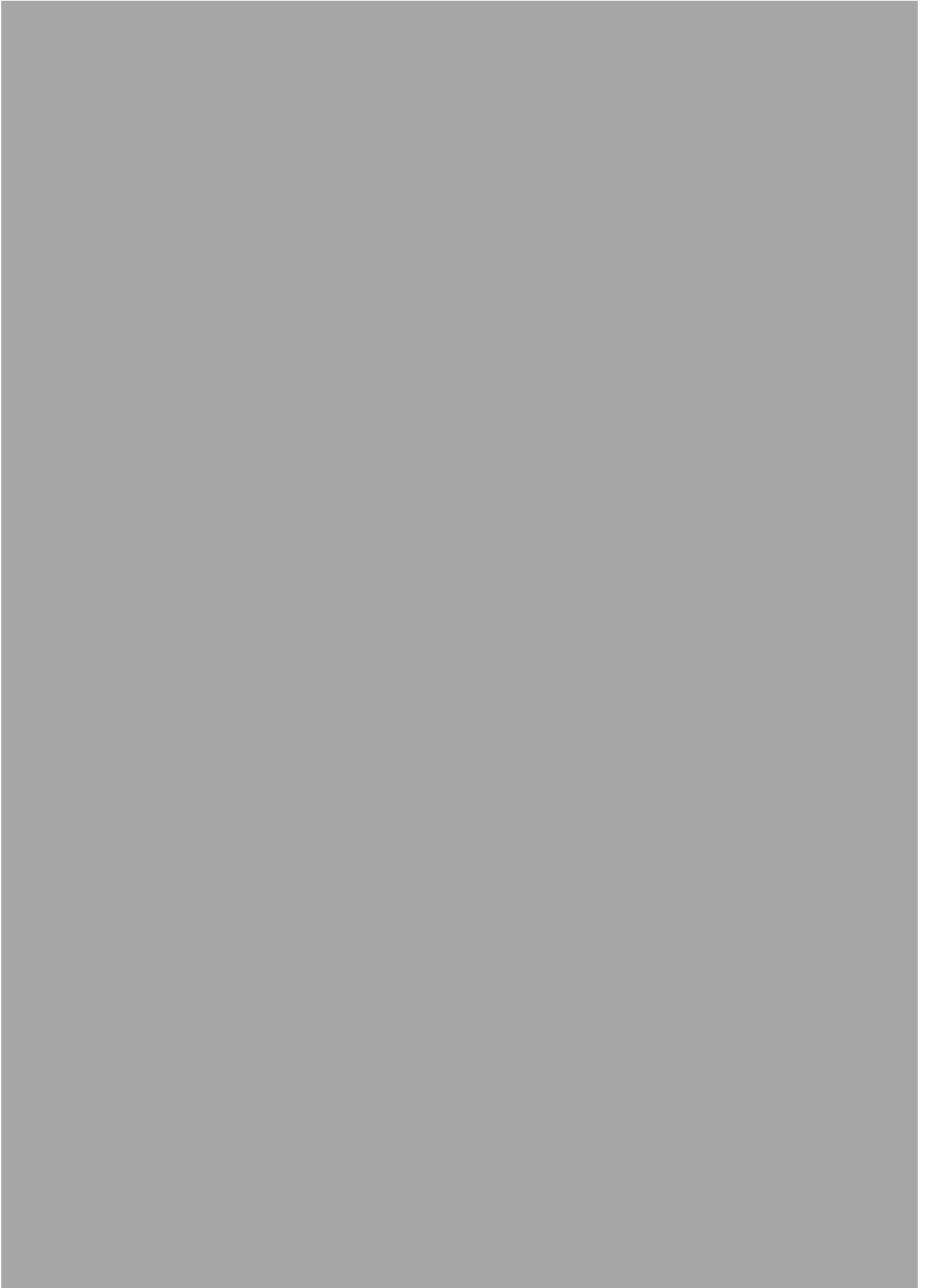
Use these additional forms in order to record additional evidence for the activities within this workbook where additional space is required.

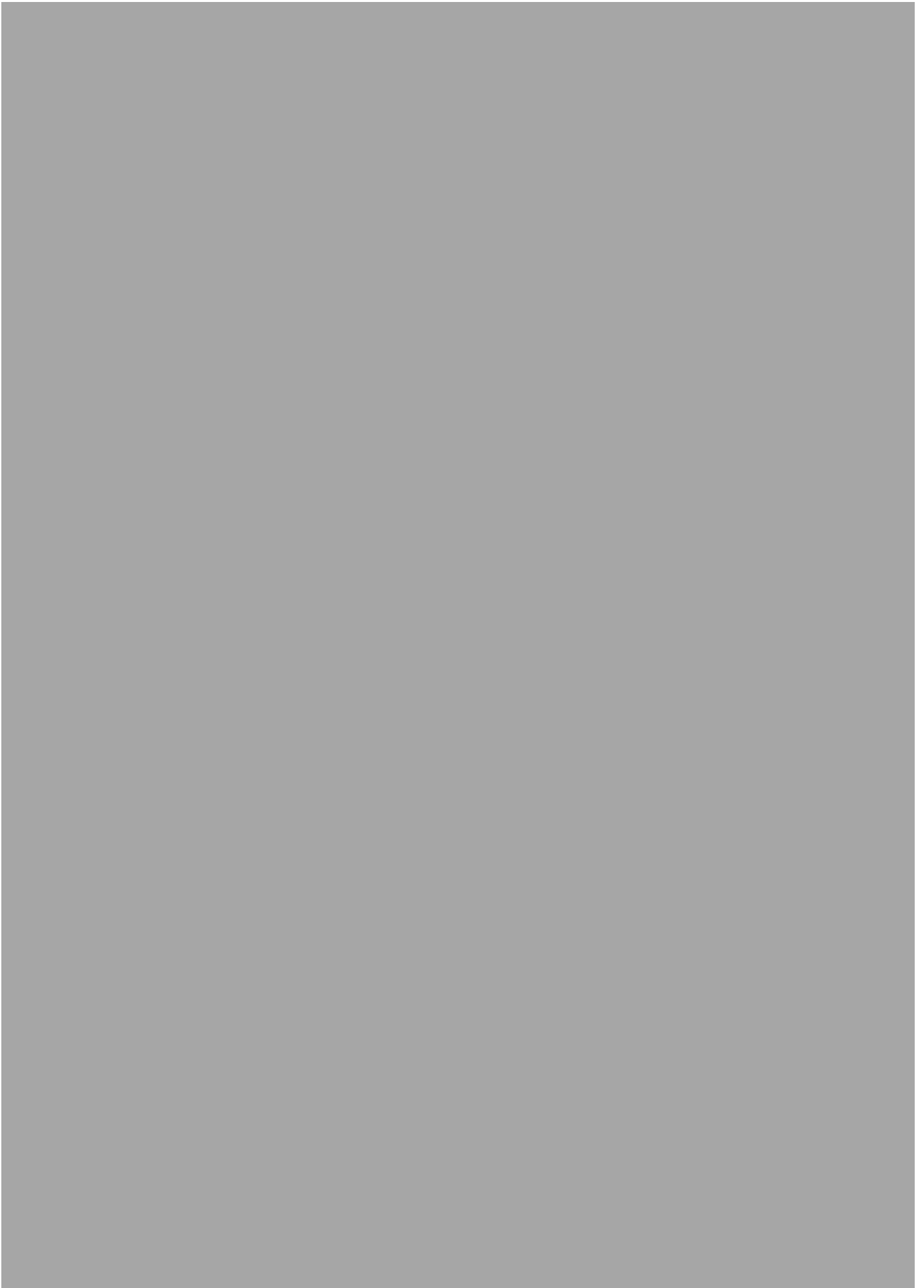
Ensure that each piece of evidence entered on these forms is clearly labelled with the corresponding activity number.

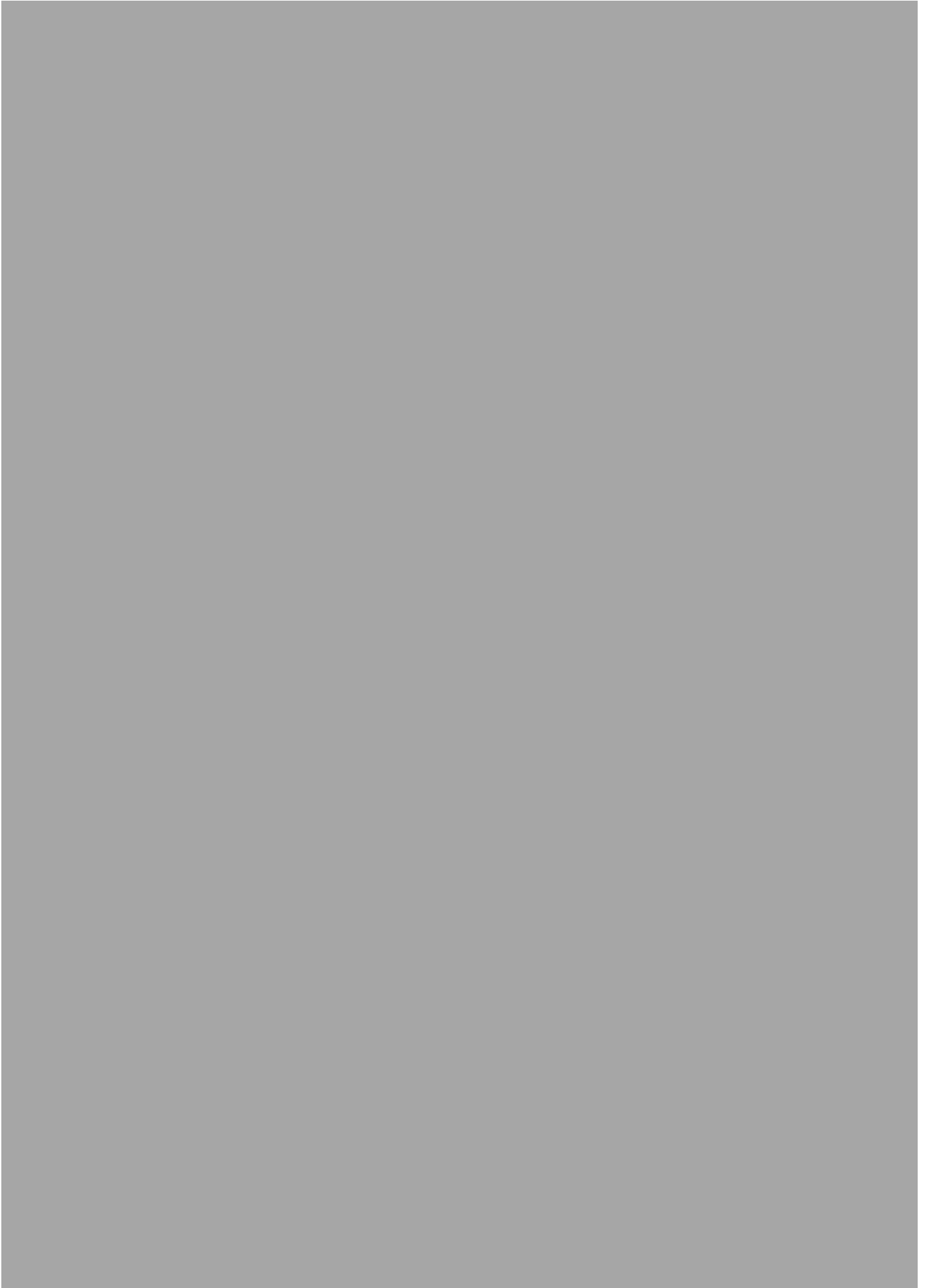












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