

	Unit ID: 2124
Domain	WHOLESALE AND RETAIL FRONTLINE SUPERVISION
Title:	Communicate in an assertive manner with clients and fellow workers
Level: 3	Credits: 4

Purpose

This unit standard is intended for those who communicate in an assertive manner with clients and fellow workers. People credited with this unit standard are able to identify assertive behaviour and discuss the advantages, understand the importance of assertiveness as an important tool to use to communicate effectively, and use different techniques to be assertive.

This unit standard is intended for people who carry out work in the wholesale and retail operations.

Special Notes

1. Entry information:
Prerequisite:
None
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated workplace in which wholesale and retail functions are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 11 of 2007
 - Occupational Health and Safety Regulations relating to employees at work schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Identify and discuss the influence of assertive behaviour

Performance Criteria

- 1.1 Concept assertiveness is understood and explained.
- 1.2 Types of assertive behaviour are identified and discussed.

1.3 Importance of assertive behaviour is understood.

1.4 Ways of communicating with fellow-workers are identified and discussed.

Element 3: Use different techniques to be assertive

Performance Criteria

2.1 Different assertiveness techniques are identified and explained.

2.2 Techniques are role-played.

2.4 Assertiveness techniques are used within context.

Registration Data

Subfield:	Wholesale and Retail
Date first registered:	14 March 2019
Date this version registered:	14 March 2019
Anticipated review:	2024
Body responsible for review:	Namibia Training Authority