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| Title | **Be assertive in a range of specified situations** |
| Level | **2** | **Credits** | **4** |

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| Purpose | People credited with this unit standard are able to: outline the purpose of assertive communication and describe barriers; interact assertively in one‑to‑one situations; and communicate assertively in a small group. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 Definition

 *Assertive communication* is verbal and non-verbal behaviour that enables individuals to maintain respect, satisfy their needs, and defend their rights in a manner that does not dominate, manipulate, abuse, or control others.

2 Ranges

 A *small group* is three to seven people.

 *Assertion techniques* may include but are not limited to – vocabulary, articulation, voice modulation and projection, non‑verbal communication.

3 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

4 Assessment against this unit standard must take into account cultural differences in behaviour.

5 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

 For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

6 In any group presentation, each candidate must have a role significant enough to be able to provide sufficient evidence for the assessment of individual performance.

7 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

8 All activities will, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

**Outcomes and performance criteria**

**Outcome 1**

Outline the purpose of assertive communication and describe barriers.

**Performance criteria**

1.1 Assertive responses are distinguished from other responses in terms of aggressive, passive, and indirect behaviours.

1.2 Purpose is stated for using assertive communication.

1.3 Barriers to assertive communication are described in terms of their causes and impact.

Range barriers may include but are not limited to – culture, status, gender, age, bias;

 evidence of three different types.

**Outcome 2**

Interact assertively in one-to-one situations.

Range evidence is required for two different contexts, which may include but are not limited to – workplace, family, social, wider community.

**Performance criteria**

2.1 The communicated message is clear, concise, and targeted to the recipient.

2.2 Responses are communicated in a manner that fits the situation.

2.3 Constructive feedback is demonstrated.

2.4 Assertion techniques are used that fit the context, medium, and relationship with the other participant throughout the interaction.

**Outcome 3**

Communicate assertively in a small group.

**Performance criteria**

3.1 The communicated message is clear, concise, and targeted to the group.

3.2 Ideas and responses are contributed clearly and concisely.

3.3 Constructive feedback is demonstrated.

3.4 Assertion techniques are used that fit the context, medium, and relationship between participants throughout the interaction.

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 26 January 1995 | 31 December 2014 |
| Review | 2 | 9 August 1996 | 31 December 2014 |
| Review | 3 | 24 March 1998 | 31 December 2014 |
| Revision | 4 | 2 November 2000 | 31 December 2014 |
| Revision | 5 | 11 February 2004 | 31 December 2014 |
| Review | 6 | 17 April 2009 | 31 December 2014 |
| Revision | 7 | 16 October 2009 | 31 December 2016 |
| Rollover and Revision | 8 | 24 October 2014 | 31 December 2020 |
| Review | 9 | 16 February 2017 | N/A |
| Review | 10 | XXXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.