**EMPLOYABILITY SKILLS**

**TVET Y1T2 INDIVIDUAL ASSIGNMENT**

Read the **case study** below and answer the question that follows;

After our Assertiveness Skills training Karen learns a variety of techniques that she can apply to her everyday life. She learns that saying 'no' is not ignorance, it’s just being assertive. People making requests of her time and effort are just trying to shift their own responsibilities and this is unfair to her. Now when Karen is asked to complete another person's task, she does not feel guilty by saying 'no', she has learnt crucially that it how you say 'no'. So, she uses one of the pre-prepared phrases 'I would like to, but I have to...'. She can now go on and complete her own tasks with ease of mind.

Q. Assertiveness is a very important communication skill, used in ensuring one voice is heard and the way they feel about something is understood. Discuss. (20 marks)

***NB:*** *The deadline for submission of the above group work is on* ***23/02/2023*** *without fail. Please comply.*