



ASSERTIVENESS & SELF-CONFIDENCE

ENHANCE YOUR CAREER & YOUR SELF-ESTEEM AT THE SAME TIME

Highly Intensive, Interactive & Practical Training Course

INTRODUCTION:

Successful people are assertive and self-confident; they are also more productive and less prone to depression and mental health problems.

This highly **interactive and enjoyable** workshop is designed to assist delegates to become assertive and self-confident, thereby improving their self-esteem, which will benefit of themselves and their organisation.

AIMS & OBJECTIVES:

At The Conclusion Of This Learning Program, Participants Will Be Able To:

- Identify their strengths and weaknesses
- Understand the importance of being assertive
- Take Responsibility for developing their assertiveness and self-confidence
- Change their behaviour and improve their attitude to work
- Use a range of tools and techniques to become assertive and self-confident
- Design an Action Plan to transfer the new skills to the workplace.

BENEFITS OF THE COURSE:

As a result of achieving the aims and objectives of this course, delegates will understand themselves better and will have the knowledge and skills to enhance their self-esteem. Enabling them to enjoy greater success & enhance their sense of self worth and happiness.

This set in motion a positive spiral, employees gain more confidence, and become more assertive, this allows them to develop both professional and personal effectiveness.

As a result, performance is enhanced and productivity improved, leading to greater profits, a WIN/WIN situation.



WHO SHOULD ATTEND?

This program is designed for professionally minded women who want to develop their skills and competencies in order to raise their levels of self-esteem.

LEARNING TRANSFER MODEL:

The participants will be encouraged to develop a positive and dynamic learning environment, facilitated by the trainer. The following will be used to stimulate and enthuse the delegates to enable them to assimilate the subject matter thoroughly.

- ▶ Self-Directed and Action Learning
- ▶ Forum for the E of I (Exchange of Ideas)
- ▶ Practical Exercises, Lectures, Case Studies, DVD's and Discussions
- ▶ Detailed course manual that will be personalised by the delegate
- ▶ Action planning; to transfer the new skills to the job.

WORKSHOP OUTLINE:

WELCOME AND INTRODUCTION

- ▶ Setting the scene
- ▶ Administration & HSE
- ▶ Aims and Objectives
- ▶ Achieving the Aims and Objectives
- ▶ Benefits

INTRODUCTION TO ASSERTIVENESS

- ▶ Definitions
- ▶ Pre-Knowledge Assessment
- ▶ Some Benefits
- ▶ Assertiveness Self-Assessment Questionnaire
- ▶ What your score means
- ▶ What is assertiveness?
- ▶ Practical Exercises

UNDERSTANDING THE IMPORTANCE OF ASSERTIVENESS

- ▶ Assertiveness situations
- ▶ Main behaviour types
- ▶ How we become un-assertive
- ▶ The dangers of un-assertiveness
- ▶ How to overcome the barriers and become assertive
- ▶ Practical exercises



BEING ASSERTIVE

- ▶ Where does assertiveness come from?
- ▶ Elements and effects of Passive behaviour
- ▶ Elements and effects of Aggressive behaviour
- ▶ Elements and effects of Assertive behaviour
- ▶ The benefits of being Assertive
- ▶ The rules of Assertion
- ▶ Putting what you have learnt into practice
- ▶ Group exercise – examine and discuss the results

ASSERTIVENESS SKILLS

- ▶ All successful people are assertive and self-confident
- ▶ Empowered to take responsibility for making changes
- ▶ Body language
- ▶ Handling criticism
- ▶ How to disagree?
- ▶ Practical exercises

DEVELOPING ASSERTIVENESS & SELF-CONFIDENCE

- ▶ SWOT analysis
- ▶ Play to your strengths
- ▶ Overcome your weaknesses
- ▶ Group discussions
- ▶ Share findings and consolidate
- ▶ Assertiveness and personal growth
- ▶ Deliver a topic for 5 minutes and Answer questions on your topic
- ▶ Practical Exercise

REASONS WHY WE RESPOND TO SITUATIONS THE WAY WE DO

- ▶ Self – in our genetic make up
- ▶ Family and cultural influence, including education
- ▶ Work environment, including training
- ▶ Our experiences of life and there impact
- ▶ Aggressive/Assertive/Passive
- ▶ If you want something you've never had before, then you will have to do something that you've never done before

ACTION PLANS:

- ▶ Transferring skills to the workplace
- ▶ Continuing to develop new skills and competencies
- ▶ What will you do differently; as a result of this course?
- ▶ Post-Knowledge Assessment



COURSE SUMMARY AND EVALUATION

- ▶ Were the Aims and Objectives achieved?
- ▶ Did you enjoy the course?
- ▶ Was it about right – in duration and content?
- ▶ Presentation of Certificates and
- ▶ Look forward.