

Assertiveness and Self-Confidence Development (2) days

Overview

This course provides practical guidance for anyone who needs to develop their assertiveness skills for a range of workplace situations. You will gain the tools and techniques to boost your confidence and build your self-esteem.

Who Should Attend?

Individuals who wish to improve their overall effectiveness by behaving in a more confident manner.

Outcomes

By the end of this course you will be able to:

- Recognise the link between assertiveness, confidence and self-esteem.
- Identify the best approach to use when voicing ideas and opinions to colleagues and especially senior managers.
- Handle difficult situations and people confidently and assertively.
- Deal with criticism, confrontation, anger, and negativity effectively and positively.
- Overcome feelings of apprehension and understand the importance of language and body language to assertiveness.
- Develop techniques for better working relationships using assertiveness.

Content

Understanding Different Styles of Behaviour

- A definition of assertive behaviour and the benefits it offers
- Distinguishing between assertive, aggressive and passive behaviour
- Assertiveness at work - understanding human behaviour

Recognising Your Own Style and Behaviours

- Self-assessment of your style - the associated strengths and weaknesses
- Cultural and gender based influences on your behaviour
- Building relationships with work colleagues
- Developing an assertive behavioural style

Why Do People Behave the Way They Do?

- An introduction to the principles of Transactional Analysis
- Assertiveness at work - understanding human behaviour
- How are you perceived by others?
- Avoiding the games people play

Handling Difficult Situations, Problems and Conflicts

- Tackling barriers to assertiveness - recognising and dealing with fear and apprehension
- Confronting common problems which occur in the workplace
- Resolving conflict - dealing with difficult people
- Raising sensitive issues

Assertive, Persuasive and Positive Communication

- Moving from negative to positive ways of thinking - building your self-esteem
- Are you saying "yes" when you should be saying "no"?
- The art of persuasion - getting ideas across
- How self-esteem affects confidence and influences behaviour - using assertive language
- Identifying ways of building self-esteem and developing confidence

Assertive Techniques

- Taking control through positive body language
- Using assertive and positive language - making your message clear
- Giving and receiving critical feedback
- Persuasion skills and coping with criticism
- Applying assertive techniques in different workplace situations

Your Ongoing Assertiveness Development

- Establishing your goals and a plan of action for implementation on your return to work