

## Assertiveness & Confidence Skills

### Course Aims

---

This one day course has been designed for delegates to understand the essential factors behind Assertiveness, enabling delegates to understand the processes which will make them more effective, increase their confidence and sense of achievement.

Assertiveness is more than just what you say - it is an attitude that helps you to behave in a way that allows you to manage your interactions with others positively. This approach allows you honestly and directly to fulfil your wants, needs and desires without hurting others or letting others hurt you.

This course will enable delegates to:

- **Speak up for themselves without feeling embarrassed or foolish**
- **Boost their self-esteem and confidence**
- **Understand the difference between Non-assertive, Assertive and Aggressive behaviour**
- **Interact with others on a more confident professional footing**
- **Cope with conflict when it arises to attain better solutions**
- **Learn effective responses to commonly arising situations**

### Course Outline

---

- **Why Assertive Behaviour is Important**
- **Self Assessment**
- **Aggressive, Assertive and Non-Assertive Behaviour**
- **Obstacles to Assertiveness**
- **Improving Self-Esteem**
- **Coping With Conflict**
- **Using "I" Statements**
- **Clarification and Body Language**
- **Assertive Responses**
- **Building an Assertive Outlook**

### Who will benefit from the Assertiveness course?

---

Anyone who needs to master the principles and practices of effective, assertive communication.

Senior/junior managers, directors, administrative and technical staff have found the following benefits from this course:

- *increased productivity through more effective communication*
- *increased confidence handling difficult behaviour in others*
- *reduced interruptions at work*
- *gained more time for creative and development opportunities*
- *managed time more effectively and enjoyed greater self-esteem*
- *improved decision making and reduction in procrastination*
- *able to manage colleagues and friends effectively*
- *enjoyed a more balanced lifestyle*
- *increased work effectiveness and productivity*
- *felt more in control of their daily activities*
- *reduced stress levels*

