

Assertiveness & Confidence - 1 Day



Pre-Requisites

Anyone who wishes to enhance their composure and personal profile at work, improve their assertiveness skills, and become more confident and effective in their interactions with those they work with.

Description

Do you need to:

- Be heard?
- Get things moving, but don't have the confidence?
- Build your self-esteem?

Assertiveness and Confidence are two skills that are crucial for success in life; they go hand in hand.

Assertiveness requires that you know what to say but at the same time have faith in yourself and your own confidence.

Aim

This course aims to provide participants with strategies and tools to express their thoughts and opinions whilst being receptive to the needs, wants and feelings of other people.

This course will also provide the tools needed to improve performance in areas of: self-belief; self-confidence; communicating; listening; questioning; dealing with difficult people; influence; persuasion; professional presence; personal power; and more.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

- Assess your strengths and opportunities for improvement in relation to assertiveness and confidence

- Identify negative self-talk and formulate positive thinking
- How assertiveness and Emotional Intelligence are related
- Apply techniques for listening and speaking assertively and confidently
- Prevent conflict situations escalating by changing your approach and improving your responses
- Apply assertive communication techniques to people of all levels

Topics Covered

Key topics covered on this course include:

- Developing your Self Esteem
- Stress Management
- Your personal strengths and limitations
- What is Assertive behaviour
 - Passive
 - Submissive
 - Aggressive
- Workplace aggression
- Cyber aggression
- What is Self-Confidence
 - Develop your self-confidence
 - Facing your Fears
- Assertiveness and Communication skills
 - Active Listening
 - Questioning techniques
 - Body language and Vocal techniques
- Assertiveness Techniques
 - How to say 'NO'
 - SBI / BED Model
 - Dealing with difficult behaviour assertively
- Creating SMARTer goals



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