



**Title:** **Assertiveness and Confidence Building Course**

**Duration:** **1 Day**

**Delegate No:** **Min: 6 Max: 12**

**Target Audience:**

- Anyone wanting to take more control of their lives by being more confident and developing their assertiveness skills.

**Course Objectives:**

- The course aims to provide individuals with the skills and knowledge to enable them to feel more confident about putting their message across and to enable participants to communicate more effectively using assertive behaviour techniques.

**Programme Topics:**

- Benefits of assertiveness (for you and your organisation)
- Understanding what makes people confident and assertive
- Recognising different behaviours (assertive, aggressive, submissive)
- Identify how best to deal with different behaviour styles
- What is assertive behaviour
- Assertive communication
- How to say no assertively
- Developing assertiveness skills
- Techniques for building your confidence
- Handling conflict situations
- Action planning

**Methods:**

- Trainer presentation and facilitation
- Individual, paired and small group activities and exercises
- Group discussion
- Skills practice through role plays
- Workbook with tips and techniques and space for personal notes