

Assertiveness & Self Confidence



Objectives This workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives.

Prerequisites There are no prerequisites for this course.

Duration 1 day

The topics covered on the course are,

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 What Does Self-Confidence Mean To You?

- What is Assertiveness?
- What is Self-Confidence?
- The Four Styles

3 Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

4 Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Body Language

5 The Importance of Goal Setting

- Why Goal Setting is Important
- Setting SMART Goals
- Our Challenge to You

6 Feeling the Part

- Identifying Your Worth
- Creating Positive Self-Talk
- Identifying and Addressing Strengths and Weaknesses

7 Looking the Part

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

8 Sounding the Part

- It's How You Say It
- Sounding Confident
- Using "I" Messages

9 Powerful Presentations

- What to Do When You're on the Spot
- Using STAR To Make Your Case

10 Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

11 Dealing with Difficult Behaviour

- Dealing with Difficult Situations
- Key Tactics

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations