



Course Outline

Confidence and Assertiveness

This one-day course is designed for those who feel they have problems asserting themselves effectively, be this with customers, members of the public or with work-colleagues.

The course will improve delegates' understanding of themselves and of others and will make them better equipped to face challenging situations.

The section on Influencing covers working with challenging situations. If you empathise and see a situation from another's perspective and can then get the other person to see things from yours, a good outcome is usually forthcoming.

The section on Communication covers different means of getting a message across, especially useful if delegates feel unable to just say what they want - for whatever reason.

The content shown below is for our scheduled course and can be customised to suit your requirements if you are making a company booking, or for us to come to you. Please call to discuss details. All courses are Instructor-Led and Interactive and we like to keep delegate numbers to a maximum of 8 to ensure that all delegates get the most benefit from the course.

Contents

Confidence

What is it?
Self test
Perception vs Reality

Assertiveness

Definitions of Assertiveness
Assertive or Aggressive
Different Options
Transference (taking problems home)

Influencing

Working with difficult people
Angry or emotional people
Manipulative people
Violent or abusive people
Silent people

Communication

Usual problems
Active listening
How we do it
Styles
Others' styles
Dealing with other styles

Concluding remarks