

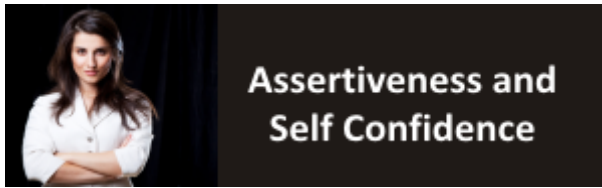
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Assertiveness and Self Confidence Training Course Outline

Assertiveness and Self Confidence course Introduction

Self-confidence and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful.

This **Assertiveness and Self Confidence Training program** will provide participants with 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.

Foreword

This **Assertiveness and Self Confidence training course** empowers people with techniques that will enable them to communicate in a polite and courteous but confident and assertive manner.

The ability to communicate what you believe is important, and what is important to you - without feeling rude or pushy is an incredibly powerful skill. This course provides you with the techniques needed to achieve this goal.

Course length

- 1-day

Who should attend?

This **Assertiveness and Self Confidence Training Course** will benefit anyone that needs to learn how to express themselves more openly. It will also help you to identify if you are a little too aggressive and demonstrate ways to turn it down.

Learning Outcomes

- Provide effective client service
- Project a professional Image
- Use your telephone voice
- Gain client's trust
- Prepare yourself
- Question effectively
- Manage irate clients
- Handle reception
- Phrase more effectively
- Create an action plan
- Establish the right words

Assertiveness and Self Confidence Training Course - Lesson 1
What does Self-Confidence mean to you?

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

Assertiveness and Self Confidence Training Course - Lesson 2
Obstacles to our Goals?

- Types of Negative Thinking
- Case Study
- Personal Application

Assertiveness and Self Confidence Training Course - Lesson 3
Communication Skills

- Listening and Hearing: They aren't the same thing
- Asking Questions
- Body Language

Assertiveness and Self Confidence Training Course - Lesson 4
The Importance of Goal Setting

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

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Assertiveness and Self Confidence Training Course - Lesson 5

Feeling the Part

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

Assertiveness and Self Confidence Training Course - Lesson 6

Looking the Part

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

Assertiveness and Self Confidence Training Course - Lesson 7

Sounding the Part

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

Assertiveness and Self Confidence Training Course - Lesson 8

Powerful Presentations

- What to do when you're on the Spot
- Using STAR to make your Case

Assertiveness and Self Confidence Training Course - Lesson 9

Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Assertiveness and Self Confidence Training Course-Lesson 10

Dealing with Difficult Behaviour

- Dealing with Difficult Situations
- Key Tactics

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