

Building Confidence & Assertiveness

Suitable for

Anyone who wants to improve their personal presence and effectiveness and build more productive relationships with work colleagues, clients, suppliers and personal contacts.

Benefits for business

This course will provide your people with the skills and knowledge to deal confidently and assertively with a wide range of situations in professional, personal and social interactions. It improves personal presence and self esteem resulting in more productive working relationships and provides practical tips and techniques to use in a variety of situations.

Course content

- Why is it important to be confident and assertive
- What it means to be confident and assertive
- Communicating the whole message - personal communication styles
- Understanding causes and effects of different types of verbal and non verbal behaviour
- The benefits of being confident and assertive for the individual and the organisation
- Getting the right mindset – improving personal presence and self esteem
- How to increase confidence and assertiveness
- Dealing with difficult situations
- Practical tools and techniques to use every day
- A personal action plan

Duration and venue

- One day delivered on site or local training venue

Support option

- Individual on going support to transfer learning to workplace

For more information contact: E: anita@positiveintention.co.uk M: 07539 344433
T: 01630 686689 W: www.positiveintention.co.uk