

## Assertiveness & Self Confidence Workshop

### Course Duration 1 Day

Self-confident 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. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness and Self-Confidence 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. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

### Course Objectives

At the end of the course participants will be able to:

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behaviour
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Practice strategies for gaining positive outcomes in difficult interpersonal situations

### Course Outline

#### What Does Self Confidence Mean to You

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

#### Obstacles to our Goals

Types of Negative Thinking  
Personal Application

#### Communication Skills

Hearing & Listening  
Asking Questions  
Body Language

#### The Importance of Goal Setting

Why Goal Setting is Important

#### Setting SMART Goals

#### Feeling the Part

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

#### Looking the Part

The importance of appearance  
The role of body language  
First impressions count

#### Sounding the Part

It's how you say it  
Sounding Confident  
Using "I" messages

#### Powerful Presentations

What to do when you're on the spot  
Using STAR to make your case

#### Coping Techniques

Building Rapport  
Expressing disagreement  
Coming to consensus

#### Dealing with Difficult Behaviour

Dealing with difficult situations  
Key tactics