

Assertiveness & Self Confidence

"No one can make you feel inferior without your consent"
Eleanor Roosevelt

The Soft Skills Gap Do You Have One?

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

Who this course is for

This course is an essential learning experience for anyone who is shy or unassertive & wishes to improve his self confidence & enhance his impact, effectiveness & credibility. It concentrates on developing the knowledge & skills required to project a positive & self-assured image. Hand in hand with building self confidence learners will learn to be more assertive & change how they feel about themselves.

By the end of this course, learners should be able to:

- Describe the types of negative thinking & how to overcome
- Define assertiveness and self-confidence
- Explain the difference between listening and hearing
- understand the importance of body language
- and questioning skills in communication
- Practice sending positive communications phrased as "I-Messages"
- List reasons why a pleasing appearance & body language are critical for creating a strong first impression
- Use the STAR model to make their case during a presentation challenge
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques
- Practice strategies for gaining positive outcomes in difficult interpersonal situations

Course outline

- Topic 1: What Does Self-Confidence Mean To You?
- Topic 2: Obstacles to Our Goals
- Topic 3: Communication Skills
- Topic 4: The Importance of Goal Setting
- Topic 5: Feeling the Part
- Topic 6: Looking the Part
- Topic 7: Sounding the Part
- Topic 8: Powerful Presentations
- Topic 9: Coping Techniques
- Topic 10: Dealing with Difficult Behavior

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended
Distance & Online

