

Assertiveness, Influencing, and Confidence – 1 Day Power Through Communication



About the Programme

Assertiveness is for everyone. Assertiveness is a skill that enables people to be confident and to say the right words at the right time to influence others.

Assertiveness increases the chance of success in any human interaction. Anyone who deals with people, will find this a fascinating and thought provoking workshop which will help them to do their job better.

Understanding yourself and understanding how others perceive you is a key element to being more effective and having a much happier life at work and socially!

Course Objectives

Understand the four communication styles and appreciate how they impact on influencing, assertiveness and confidence.

Work with your style and adapt approach to communicate effectively with others.

Creation of a personal action plan and appreciate benefits of activity.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Programme Contents

- Current reality and introduction to the programme
- What is Confidence?
- What do we mean by confident behaviour?
- Assertiveness in everyday life – work and social environments
- Assertiveness versus Aggressiveness
- The four communication styles
- Influencing others by using the four communication styles
- Behaviour patterns and adapting our approach
- Your Plan for your Future Self Development