



training \* coaching \* competency

ays

**Title of course** Assertiveness and Self Confidence  
**Duration of course** 1 day  
**Start and end time** 9:30 – 16:30

### **Introduction and Aim**

Assertiveness and self confidence are essential skills for personnel in the modern day workplace. Regardless of the size of business you are in assertiveness skills are necessary for success. This course helps you to understand how to develop your self confidence and understand how to work with various personality types.

### **Course content:**

1. What is assertiveness?
2. Four styles of communication
3. Rights and responsibilities
4. Rational and Positive thinking
5. Being straightforward
6. Manage a person's actions by changing the status quo
7. Articulate disagreement constructively
8. Building relationships
9. Maintain self respect and looking at our emotional needs
10. Personal action plan

**Open book assessment at the end of the course.**

### **Outcomes:**

Delegates will have knowledge of:

- ◆ knowledge and awareness of what assertiveness is
- ◆ to develop assertive and self-confidence skills
- ◆ an understanding of the rights and associated responsibilities
- ◆ to develop logical and constructive thinking
- ◆ to see and develop a clear-cut approach
- ◆ skills to change another's actions
- ◆ develop constructive disagreement / argument skills
- ◆ to develop relationships with work colleagues whilst understanding different personality types
- ◆ to maintain self-respect and understand emotional needs of self and others

For more information please contact: [training@ays-ltd.co.uk](mailto:training@ays-ltd.co.uk)

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**Suitable for:** All staff members who need to develop self-confidence / assertive skills

**Previous experience required:** None

**Delegate numbers:** minimum 4 – maximum 10

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