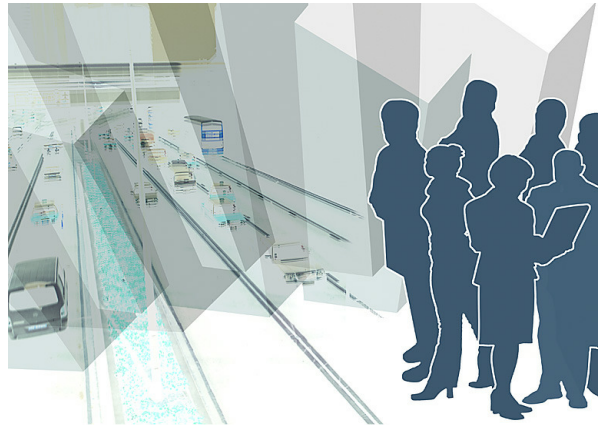


Assertiveness and Confidence Building

**Gain tools and techniques
to help build confidence
and become more assertive**



Course Title: Assertiveness and Confidence Building

Overview:

This course will help you to gain tools and techniques to boost your confidence and build your self-esteem. You will gain practical help to deal with situations assertively and not aggressively at work and how to be more confident. This leads to be

Outline Programme:

- Confidence and assertiveness – what are they really?
- Saying 'No' positively
- How to be assertive
- How to improve communications skills and build confidence
- How to deal effectively with disagreement and conflict
- How to deal with and survive aggressive behaviour

By the end of the course each delegate will be able to:

- Explain the difference between assertiveness and aggression
- Explain how to say no without offending
- Describe how to be assertive rather than aggressive
- Improve communication skills and be more confident
- Be less apprehensive and understand how language and body language is important to assertiveness.
- Be confident in dealing with aggression, dominance, conflict and criticism

The course is interactive and includes group discussion, explanations, exercises and practical work. Numbers are limited to keep groups small. Can go towards your CPD.

Duration: Full day

Download Booking form from website: www.yourstressmanagement.co.uk

To Book:

Phone: 07899 756809 or 014 416 0779

E-mail: info@yourstressmanagement.co.uk

