



Assertiveness & Self Esteem

Overview

Lack of confidence and low self-image often contribute to passive behaviour in working relationships. Assertive behaviour significantly enhances working relationships and improves people's personal effectiveness.

This course helps people understand why colleagues behave the way they do and learn assertive techniques that will enhance working relationships.

Target Group

This course is aimed at people who wish to develop their personal effectiveness and increase their confidence.

Objectives

By the end of this module delegates will be able to;

- ✗ Identify a variety of behaviour patterns
- ✗ Handle challenging situations with confidence
- ✗ Use a variety of assertive techniques
- ✗ Understand the link between low self esteem and lack of confidence

Course Content

This course combines theory based learning with supportive practical exercises. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ Identifying when and why we do not assert ourselves
- ✗ What is assertive behaviour?
 - Why is it important?
- ✗ How assertive are you?
- ✗ Going for a positive win-win, problem solving approach
- ✗ Avoiding aggression and passivity
- ✗ Types of assertion
 - Appropriate behaviours
- ✗ Application to your situations
 - Skills practice
- ✗ 'Weapons' people use and defences to deal with them assertively
- ✗ Countering the 'weapons'
 - Skills practice
- ✗ Positive self-talk for confidence
 - Rights & responsibilities
- ✗ Strategies for confidence boosting self esteem

Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.