Silicon Beach Training

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Our Assertiveness training course provides practical advice and techniques to boost your confidence and build self-esteem.



Share experiences with others in a safe environment, understand your own behavioural styles and those of others and develop achievable techniques for communicating and behaving more assertively.

On our Assertiveness course you will learn strategies for handling conflict, communicating assertively and developing relationships that can be applied both at work and in your personal life.

Download our free Assertiveness: Confidence Building Exercises eBook for an insight into some of what you'll learn on this Personal Development course.

Learn to assert yourself without being aggressive and start achieving more.

We also provide private and in-company **Assertiveness & Confidence Building Courses.** Call us on +44 (0)1273 622272 to discuss your needs.

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## Course Objectives

By the end of our Confidence Building training and Assertiveness course you will be able to:

- Recognise the link between assertiveness, confidence and self-esteem
- Identify the best approach to use when voicing ideas and opinions to colleagues and especially senior managers
- Handle difficult situations and people confidently and assertively
- Deal with criticism, confrontation, anger, and negativity effectively and positively
- Overcome feelings of apprehension and understand the importance of language and body language to assertiveness
- Develop techniques for better working relationships using assertiveness

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## Understanding Different Styles of Behaviour

- A definition of assertive behaviour and the benefits it offers
- Distinguishing between assertive, aggressive and passive behaviour
- Assertiveness at work - understanding human behaviour

## Recognising Your Own Style and Behaviours

- Self-assessment of your style - the associated strengths and weaknesses
- Cultural and gender based influences on your behaviour
- Building relationships with work colleagues
- Developing an assertive behavioural style

## Why do People Behave the Way They Do?

- An introduction to the principles of Transactional Analysis
- Assertiveness at work - understanding human behaviour
- How are you perceived by others?
- Avoiding the games people play

## Handling Difficult Situations, Problems and Conflicts

- Tackling barriers to assertiveness - recognising and dealing with fear and apprehension
- Confronting common problems which occur in the workplace
- Resolving conflict - dealing with difficult people
- Raising sensitive issues

## Assertive, Persuasive and Positive Communication

- Moving from negative to positive ways of thinking - building your self-esteem
- Are you saying 'yes' when you should be saying 'no'?
- The art of persuasion - getting ideas across
- How self-esteem affects confidence and influences behaviour - using assertive language
- Identifying ways of building self-esteem and developing confidence

## Assertive Techniques

- Taking control through positive body language
- Using assertive and positive language - making your message clear
- Giving and receiving critical feedback
- Persuasion skills and coping with criticism
- Applying assertive techniques in different workplace situations

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- Establishing your goals and a plan of action for implementation on your return to work

Our comprehensive one-day Assertiveness and Confidence Building training course provides practical guidance for anyone who needs to develop their assertiveness skills for a range of workplace situations.

During the course you will gain the tools and techniques to build self-esteem and handle difficult situations with confidence