

# Communication & Personal Advancement

## Assertiveness, Self Confidence and Communication

How to help build, boost, and develop self-confidence and assertiveness to achieve your goals

Trainer: Val Moulton

### Course summary

Building self-confidence and assertiveness is probably a lot easier than you think. 'Non-assertive' people (in other words 'normal people') do not generally want to transform into being excessively dominant people. When most people talk about wanting to be more assertive, what they usually really mean is:

- How can I become more able to resist the pressure and dominance of excessively dominant people?
- How can I stand up to bullies (or one bully in particular)?
- How can I exert a little more control in situations that are important to me?

Your ability to effectively articulate your thoughts and ideas is critical to your success in any endeavour in and out of the workplace. This course provides methods and techniques to communicate with increased confidence and to present yourself more assertively in order for you to make a powerful, positive impression on people.

### What you will learn

- Assertiveness and its definitions and benefits
- The reasoning/rationale behind behaviour
- Assertive rights and responsibilities
- The importance of words, language and body language
- To recognise potential conflict and adopt skills to manage it
- How to control your inner feelings and voice
- To recognise different types of behaviour – passive, aggressive, assertive
- Confidence and courage
- Receiving feedback and giving constructive criticism
- Saying 'no' and other assertiveness techniques
- Confidence building strategies
- Presenting your self in a consistently assertive manner to make a powerful and positive impact

### Who should attend?

Anyone who

- Asks themselves the above questions or similar
- Feels they would benefit from improving their confidence
- Blocks their own achievements or goals
- Wants and need to communicate more positively
- Wants to achieve what is important to them
- Wants to attend an event that will give them practical tools to take action and develop

### About the Trainer

Valerie has fifteen years experience in human resource development and management. She has a proven track record as a senior manager and has been successful in the development of organisations and their people. This development ranges from business analysis, strategic design through to one to one coaching/counselling, executive programmes, team building and workshops. Alongside this work she is a director of an established company.

Valerie has successfully presented and delivered workshops and events at all levels and to many business sectors. Her delivery style is relaxed and informal and encourages group participation in order to maximise stimulation and learning.

10.09.09 Buckerell Lodge Hotel, Exeter  
29.09.09 Carlyon Bay Hotel, St Austell  
10.11.09 Regus, Exeter  
09.02.10 Lyngford House, Taunton  
30.03.10 Carlyon Bay Hotel, St Austell  
20.04.10 Buckerell Lodge Hotel, Exeter  
29.06.10 Lyngford House, Taunton

### Workshop Timetable

9.00am	Welcome and coffee
9.15am	Introduction and expectations Clarity Communication and Assertiveness Visualise and Grow Our communication skill Observe, decide and act is a good place to start Change – it is tough, not impossible A Self-Awareness Measure. How did I do?
11.00am	<b>Break</b>
11.15am	Levels of Assertion Look inward. Knowledge is power – confidence Clarity and Communication Spoken and Unspoken Communications
1.00pm	<b>Lunch</b>
1.45pm	Courage to question (a revolutionary technique – ask!). Get the question right! Ask the difficult question Listen Increase productivity - Johari
3.00pm	<b>Break</b>
3.15pm	Positive and Powerful Feedback Make an impact Benefits of adopting assertive techniques
4.15pm	Personal action plan
4.30pm	Summary and close

### Workshop Cost

£159 + VAT