



## Webinar Events *live & interactive*



# Building Self Esteem and Assertiveness

**Delivered as:** 3 modules of 90 minutes, as a complete course

**Suitable for:**

Anyone who would like to feel more in control of situations and to reach for agreed outcomes through improving their impact, effectiveness and credibility. Those who want to project a positive, self-assured image, even under pressure and who need to build rapport and gain professional co-operation.

**Objectives:**

By the end of the course you will be able to create an action plan that will enable you to:

- Exhibit confidence and understand how to practise self-assurance as a 'norm'
- Develop strategies for creating win:win solutions
- Recognise and apply assertiveness and understand your rights and responsibilities
- Identify different behavioural styles and work with them
- Make and refuse requests effectively and with courtesy
- Use body language as an effective communication tool

### Module 1: Developing Self Esteem – 90 minutes

- Identify how you feel about yourself
- Explore your core beliefs and strengths
- Learn mechanisms for raising and maintaining self-worth
- Maintain a positive outlook and overcome any negative perspective
- Improve self-awareness
- Action Points

### Module 2: Assertiveness and How to Apply It – 90 Minutes

- Explore passive, aggressive and assertive behavioural styles
- Understand your rights and those of others
- Accept and honour your responsibilities
- Find balance in the workplace
- Action Points

...Cont.

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## Module 3: Behaviour and Control – 90 Minutes

### Behavioural Styles

- Identify your own and others' behaviours
- Use your knowledge to work more effectively
- Increase awareness of body language and personality types

### Making and Refusing Requests

- Understand the principles to maintain effectiveness and avoid overload
- Learn how to make requests or putting your point across without fear
- Learn how to say 'No' effectively and offer solutions

Round Up and Action Plan

### What next?...

- Dealing Effectively with Difficult People
- Problem Solving & Decision Making
- Stop Stressing Yourself and Others

For more information or to book please call **020 7256 6668** or email [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)