

# Developing Self Esteem & Assertiveness

**DURATION:** One day public open course – or run for your own in-house group

**SUITABLE FOR:** Anyone who would like to take more control to improve their impact, effectiveness and credibility. Those who want to project a positive, self-assured image that builds rapport and gains professional co-operation.

## Objectives

---

**By the end of the course you will be able 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

## Programme

---

### Introduction & Workshop Objectives

- Today's programme
- Your objectives for the day

### Self esteem

- Identify how you feel about yourself
- Exploring your core beliefs and strengths
- Mechanisms for raising and maintaining self-worth
- Maintaining a positive outlook and overcoming a negative perspective
- Improving self-awareness

### Assertiveness

- Exploring passive, aggressive and assertive behavioural styles
- Understanding your rights and those of others
- Accepting and honouring your responsibilities
- Finding balance in the workplace

### Behavioural styles

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

### Making and refusing requests

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

### The way forward

- Taking ideas back to the workplace and putting them into action



CPD Certified  
6 Learning Hours  
6 Points

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