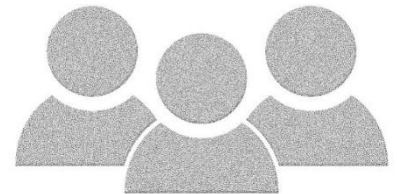




Webinar Events
live & interactive

GBC learning



Workshop
face2face

Developing Self Esteem and Assertiveness

Delivered as: Interactive Workshop or Tutor-led Webinar

Live and interactive with exercises, discussion and actions to take away

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.

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

Developing Self Esteem

- 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

Assertiveness and How to Apply It

- 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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Behaviour and Control

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

Action Plan

- Recap key learning points
- How to keep it up and develop back at work

Other Topics to Supercharge Your Career and Relieve Stress:

- 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