

Developing Self-Esteem through Assertiveness

INTRODUCTION

This course is designed for anyone wishing to build strong working relationships with others. The course reviews ways to build rapport and respect by enhancing communication.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Understood** the concept of self-esteem and confidence
- **Identified** barriers to confidence and how to overcome them
- **Reviewed** methods of self-motivation to achieve goals set
- **Practised** communicating assertively
- **Reviewed** ways of dealing with criticism
- **Reviewed** and practised principles of effective communication to feel more confident

COURSE DURATION: 1 Day Course

www.oaktree-training.co.uk

COURSE CONTENTS

Self Esteem and Confidence

What is self –esteem?
How can this be developed to give us confidence

Barriers to Confidence

Identify blocks and barriers
How to overcome these
Prepare an action plan, setting achievable goals

Improving your Self-Esteem

Using verbal and non-verbal communication
Techniques in specific situations
Giving and receiving praise
Making and receiving requests
Using 'I' statements

Communicating Assertively

Assessment of the three behavioural options
Obstacles to behaving assertively
The impact of assertive behaviour
Choosing an assertive style
Techniques for specific situations

Handling Difficult Situations

Confrontation
Giving and Receiving Feedback

Personal Development Action Plan

