

OUTLINE

Assertiveness and Self-Confidence

Lesson 1

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Lesson 2

What Does Self-Confidence Mean to You?

- What is Assertiveness?
- What's Self-Confidence?
- The Four Styles

Lesson 3

Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

Lesson 4

Communication Skills

- Listening and Hearing: They Aren't the Same Item
- Asking Questions
- Body Language

Lesson 5

The Importance of Goal Setting

- Why Goal Setting is Important
- Setting SMART Goals
- Our Challenge to You

Lesson 6

Feeling the Section

- Identifying Your Worth
- Creating Positive Self-Talk
- Identifying and Addressing Strengths and Weaknesses

Lesson 7

Looking the Part

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

Lesson 8

Sounding the Part

- It's the Way You Say It
- Sounding Confident
- Using "I" Messages

Lesson 9

Powerful Presentations

- What to Do When You're on the Position
- Using STAR to Make Your Case

Lesson 10

Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Lesson 11

Dealing with Difficult Behavior

- Dealing with Difficult Situations
- Key Tactics

Lesson 12

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

1300 810 725