
Assertiveness & Self Confidence

Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced. This workshop will provide you with many tips, techniques, and opportunities to try out your own skills.

Modules

- What is Assertiveness?
- What is Self Confidence?
- Obstacles to our goals
 - Types of negative thinking
 - Case Study
 - Personal Application
- Communication Skills
- Importance of Goal Setting
- Identifying & Addressing Strengths & Weaknesses
- Looking the part
 - The importance of appearance
 - Role of body language
 - First impressions count
- Sounding the part
 - Its How You Say It
 - Sounding Confident
 - Using "I" messages
- Powerful presentations
- Using STAR to make your case
- Coping techniques
 - Building Rapport
 - Expressing Disagreement
 - Coming to consensus
- Dealing with difficult behavior



2 Day Workshop

Getting Started

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

Wrapping up

- Activities
 - Words from the Wise
 - Review of Parking Lot
 - Lessons Learned
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