



BUILDING CONFIDENCE, INFLUENCE AND ASSERTIVENESS

Duration

7 hours (1 day program)

Benefits

As leaders we need to have the confidence and assertiveness that can be put into practice to ensure that we have a positive influence on team members. These skills are essential for the achievement of results and desired outcomes. Our course will provide you with:

- A theoretical and practical understanding of confidence, assertiveness and influence.
- Practical experiences of the feelings, action, outcomes and emotions attached to assertiveness as well as other less effective behaviours.
- Tools that will assist you in the workplace with making decisions, using authority, communication, and confident behaviour.

Program Content

- How self-esteem is developed and consolidated
- Learned optimism, pessimism and helplessness
- Attribution theory – recognising permanence and specificity
- Identifying self-limiting beliefs that are holding you back
- The difference between influence, persuasion, power and manipulation
- The behaviours and characteristics of effective influencers
- Getting people to know you, like you and trust you
- Planning your influence strategy, and defining your strategies for asserting yourself at work
- Interpersonal Influence Inventory (III) – self-assessment
- Directness of communication vs. consideration for others
- Open aggression, concealed aggression, passiveness and assertiveness
- Building assertiveness – the ASERT process

Outcomes

- Establish and maintain appropriate relationships.
- Deal with emotions and balance the logic/emotion scales.
- Know what triggers you and how to deal with triggers effectively.
- Conduct yourself confidently, be self-assured and assert yourself at work.