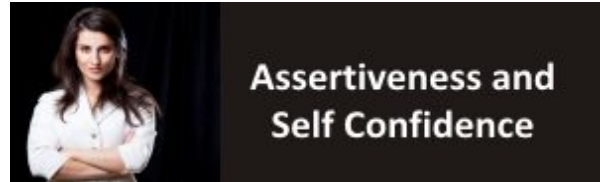


## ASSERTIVENESS AND SELF CONFIDENCE TRAINING

Generate a [group quote](#) today OR Register now for the next [public course date](#)



**COURSE LENGTH: 1.0 DAYS**

PD Training's Assertiveness and Self Confidence Course teaches you how to become more confident and comfortable with personal assertiveness, how to cope with other people's negativity and how to respond when someone else is being overbearing or aggressive towards you.

In this empowering course, you also learn how to approach both difficult topics and topics you're passionate about with constructive approaches, including how to say "no" without being portrayed as "offensive," how to use body language effectively, how to express your views and disagreements positively and much more.

Attend PD Training's Assertiveness and Self Confidence Course by booking a public, or in-house course in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide, and Perth or Australia-wide.

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## ASSERTIVENESS AND SELF CONFIDENCE TRAINING COURSE OUTLINE

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### FOREWORD

This Assertiveness and Self Confidence Training Course empowers participants with the confidence to be “heard”. You will also learn to develop and enhance techniques to communicate politely and assertively without being considered pushy.

Join PD Training’s Assertiveness and Self Confidence Training Course, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth or across Australia.

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### OUTCOMES

#### In this course participants will learn to:

- ▶ Understand the differences and links between, self-confidence, self-esteem and assertiveness
  - ▶ Know what influences self-esteem
  - ▶ Know how to read aggressive, passive and passive/aggressive behaviour
  - ▶ Know how to project self-confidence
  - ▶ Know how to communicate with confidence and how to use your voice effectively
  - ▶ Know how to write assertively
  - ▶ Recognise your strengths and build on them
  - ▶ Deal with workplace challenges to your self-confidence
  - ▶ Understand when and how to be assertive
  - ▶ Understand assertiveness in different cultures
  - ▶ How to say ‘No’ politely
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### MODULES

#### Lesson 1: Me, We – Making Your Mark

- ▶ Understanding Self-Confidence
- ▶ Understanding Me
- ▶ Understanding Others
- ▶ Reflection

#### Lesson 2: How We Behave – Thoughts And Responses

- ▶ The Good, the Bad and the Ugly
- ▶ Doubt
- ▶ Realistic Concern and Doubt
- ▶ Projecting Self Confidence
- ▶ Reflection

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### Lesson 3: Communicating With Confidence

- ▶ What You Say
- ▶ How You Say It
- ▶ Listening
- ▶ Reflection

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### Lesson 4: Self Confidence – Building It And Rebuilding It

- ▶ Building on Your Strengths
- ▶ Confidence Spoilers
- ▶ Building Confidence – Four Areas of Focus
- ▶ Workplace Challenges to Self Confidence
- ▶ Reflection

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### Lesson 5: Mastering Assertiveness – When And How To Use It

- ▶ Your Rights
- ▶ Getting Over Saying 'No'
- ▶ Ways of Saying No
- ▶ Being Assertive Towards your boss
- ▶ Reflection

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### Lesson 6: We're All Different – Asserting In A Global World

- ▶ The Cultural Dimension of Assertiveness and Self-Confidence
- ▶ Social Media and Self-Confidence
- ▶ Reflection

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### Lesson 7: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)