

Assertiveness And Self-Confidence Course

COURSE OUTLINE

Chapter 1: Introduction

Chapter 2: What Does Self-Confidence Mean To You?

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

Chapter 3: Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

Chapter 4: Communication Skills

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

Chapter 5: The Importance of Goal Setting

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

Chapter 6: Feeling the Part

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

Chapter 7: Looking the Part

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

Chapter 8: Sounding the Part

- It's How You Say It
- Sounding Confident
- Using 'I' Messages

Chapter 9: Powerful Presentations

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

Chapter 10: Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Chapter 11: Dealing with Difficult Behavior

- Dealing with Difficult Situations
- Key Tactics