

Course Overview:

The Assertiveness And Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Course Objective:

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Practice strategies for gaining positive outcomes in difficult interpersonal situations

Course Outline:

- What Does Self-Confidence Mean To You?
- What is Assertiveness?
- What is Self-Confidence?
- Obstacles to Our Goals
- Communication Skills
- The Importance of Goal Setting
- Feeling the Part
- Looking the Part
- Sounding the Part
- Powerful Presentations
- Coping Techniques
- Dealing with Difficult Behavior

Who Should Attend:

This course is designed for supervisors and team leaders or those aspiring to these positions

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation