

## Developing Self-Esteem through Assertiveness

### INTRODUCTION

This course is designed for anyone wishing to build strong working relationships with others. The course reviews ways to build rapport and respect by enhancing communication.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Understood** the concept of self-esteem and confidence
- **Identified** barriers to confidence and how to overcome them
- **Reviewed** methods of self-motivation to achieve goals set
- **Practised** communicating assertively
- **Reviewed** ways of dealing with criticism
- **Reviewed** and practised principles of effective communication to feel more confident

**COURSE DURATION:** 1 Day Course

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### COURSE CONTENTS

#### Self Esteem and Confidence

What is self –esteem?  
How can this be developed to give us confidence

#### Barriers to Confidence

Identify blocks and barriers  
How to overcome these  
Prepare an action plan, setting achievable goals

#### Improving your Self-Esteem

Using verbal and non-verbal communication  
Techniques in specific situations  
Giving and receiving praise  
Making and receiving requests  
Using 'I' statements

#### Communicating Assertively

Assessment of the three behavioural options  
Obstacles to behaving assertively  
The impact of assertive behaviour  
Choosing an assertive style  
Techniques for specific situations

#### Handling Difficult Situations

Confrontation  
Giving and Receiving Feedback

#### Personal Development Action Plan

