



Basic

## Presenting a Positive Image (Assertiveness Skills)

### One Day Training Course

#### **Course Aims:**

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To discuss, understand and practice some of the essential personal skills needed to present a confident, positive image in today's working environment.

#### **Course Outline:**

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##### ***Defining a Positive Image***

- Understanding confidence.
- What is the price we pay for a lack of confidence?

##### ***Achieving Change***

- How can I begin to change?
- Establishing self-knowledge.
- What kind of person am I?
- Using Transactional Analysis.
- Identifying strengths and weaknesses.

##### ***Choosing the Right Style of Behaviour***

- Identifying assertive, passive and aggressive behaviours.
- Becoming more assertive.

##### ***Assertiveness Skills***

- Being persistent
- Using the broken record
- Saying 'no'
- Making requests
- Scripting

##### ***Non-verbal Behaviour***

- Significance of non-verbal communications.
- Body language

##### ***Evaluating Your Progress***

- Setting a realistic programme for change.

#### **Target Audience**

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Anybody who wants to build their confidence, improve their image in a busy, customer oriented, working environment.

#### **Assumed Knowledge/ Pre-requisites:**

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Communication Skills