

Career Development

Assertiveness And Self-Confidence Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What Does Self-Confidence Mean To You?

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

Module Three: Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

Module Four: Communication Skills

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

Module Five: The Importance of Goal Setting

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

Module Six: Feeling the Part

- Identifying Your Worth
- Creating Positive Self-Talk

- Identifying and Addressing Strengths and Weaknesses

Module Seven: Looking the Part

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

Module Eight: Sounding the Part

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

Module Nine: Powerful Presentations

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

Module Ten: Coping Techniques

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

Module Eleven: Dealing with Difficult Behavior

- Dealing with Difficult Situations
- Key Tactics

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations