

Open 'Public' Course Overview

Confidence Building

Suitability

For people who lack self-confidence, self-esteem or self-belief at work or socially.

For people who struggle to communicate confidently, people who struggle to seize opportunities and people who shy away from conflict.

Aims of the Course

To ensure that delegates have the self-confidence and self-belief to deal with situations outside their comfort zone.

To ensure that delegates can influence a situation or person with more self-confidence and personal impact by believing in themselves and using effective communication skills.

Learning Outcomes

By the end of the course, delegates will;

- Feel that their self-confidence and self-belief has been boosted significantly.
- Be able to look confident, act with confidence and seize opportunities.
- Know how to adapt their communication style to influence a person or a situation.
- Be able to use their physical presence and body language as an effective communication tool.
- Be able to make the best first impression and to introduce themselves confidently.
- Have the self-control and awareness to manage their nerves or anxiety.
- Be able to deal with conflict positively, confidently, diplomatically and professionally.
- Have the confidence to say "No" when appropriate.
- Feel more motivated and positive and understand the importance of having focused personal objectives to achieve.

Outline Programme

- Understanding why you lack self-confidence.
- Seeing how you look and sound (practical exercise — opportunity to be filmed and use video feedback optional).
- Discovering how others see and perceive you.
- Exploring the strengths and weaknesses of your natural communication style.
- Adapting the way you communicate to deal confidently with a particular person or situation.
- Making the very best first impression when you meet someone for the first time.
- Setting focused objectives in your work and personal life and challenging yourself to think positively.
- Knowing how to inspire and motivate yourself.
- Feeling more comfortable when speaking in front of a group at work or socially.
- Identifying and dealing with distracting body language or verbal habits.
- Converting nerves or anxiety into positive traits that help rather than hinder you.
- Demonstrating that you CAN communicate and act confidently! (Practical exercise).
- Understanding your strengths and weaknesses as a listener and linking this to the way you are perceived by others.
- Managing and dealing with interpersonal conflict assertively and sensitively.

Details

Duration; A one day course (0930—1630 hrs)

Venue; London, Bristol or Birmingham (monthly)

Price; £249 + vat per delegate
Includes lunch, light refreshments and all course materials