

# Assertiveness, Confidence, and Handling Difficult People (5 day course)



## COURSE OBJECTIVE

This comprehensive Assertiveness training course provides practical guidance for anyone who needs to develop their assertiveness skills and build confidence for a range of workplace situations.

During this **Assertiveness course** you will gain the tools and techniques to boost your confidence and build your self-esteem. You will also understand how to handle difficult people more effectively.

## AUDIENCE

### Who does this training benefit :

Women in the GCC who want to improve their leadership abilities.

- Executives
- Managers
- Business Owners
- Educators
- Senior Government Employees
- Graduates

### Course Prerequisites :

None

### Workshop Structure :

- Theory supported by examples
- Case study
- Practical group exercises
- Supporting training material is provided to each participant

### Timing :

9.00am to 2.00pm\*

Refreshments and a one hour lunch break is provided

\* Hours can be flexible based on client needs

### Location :

Four or Five Store Hotel in Dubai\*  
Details provided upon registration

## Course Benefits

- Understand of Leadership requirements for women in the GCC
- Be more confident in leadership abilities
- Network with other female leaders in the GCC
- Improve your leadership skills
- Develop the right leadership image



# Assertiveness, Confidence and Dealing with Difficult People

## What You Will Learn

By the end of this confidence building training and assertiveness course you will be able to:

- Recognise the link between assertiveness, confidence and self-esteem.
- Identify the best approach to use when voicing ideas and opinions to colleagues and especially senior managers.
- Handle difficult situations and people confidently and assertively.
- Deal with criticism, confrontation, anger, and negativity effectively and positively.
- Overcome feelings of apprehension and understand the importance of language and body language to assertiveness.
- Develop techniques for better working relationships using assertiveness

## Course Content

**Understanding Different Styles of Assertiveness Behaviour**

**Assertive, Persuasive and Positive Communication**

A definition of assertive behaviour and the benefits it offers

Distinguishing between assertive, aggressive and passive behaviour

Assertiveness at work - understanding human behaviour

### **Recognising Your Own Style and Behaviours**

Self-assessment of your style – the associated strengths and weaknesses

Cultural and gender based influences on your behaviour

Building relationships with work colleagues

Developing an assertive behavioural style

### **Why do People Behave the Way They Do?**

An introduction to the principles of Transactional Analysis

Assertiveness at work - understanding human behaviour

How are you perceived by others?

Avoiding the games people play

### **Handling Difficult Situations, Problems and Conflicts**

Tackling barriers to assertiveness – recognising and dealing with fear and apprehension

Confronting common problems which occur in the workplace

Resolving conflict – dealing with difficult people

Raising sensitive issues

Moving from negative to positive ways of thinking – building your self-esteem

Are you saying 'yes' when you should be saying 'no'?

The art of persuasion – getting ideas across

How self-esteem affects confidence and influences behaviour – using assertive language

Identifying ways of building self-esteem and developing confidence

### **Assertive Techniques**

Taking control through positive body language

Using assertive and positive language – making your message clear

Giving and receiving critical feedback

Persuasion skills and coping with criticism

Applying assertive techniques in different workplace situations

### **Your Ongoing Assertiveness Development**

Establishing your goals and a plan of action for implementation on your return to work

#### **CANCELLATION POLICY**

Delegates can cancel in writing at any time with the following fee applicable  
13 – 5 days 20% of training cost  
5 – 3 days 40% of training cost  
2 – training date 80% of training cost

#### **NOTIFICATION**

Joining instructions will be emailed to the training coordinator 5 days in advance of the workshop date

SCHEDULE

Assertiveness, Confidence and Dealing with Difficult People	January	February	March	April	May	June
	July	August	September	October	November	December
			X			X

PRICE

	US Dollars
Per delegate	\$2999.00

BOOKING

1. **RESERVE** your place by emailing us at [info@sigtraining.com](mailto:info@sigtraining.com)
2. **CONFIRM** your attendance using the attached booking form

# Shmailan Training – Confidence and Dealing with Difficult People



SHMAILAN

Booking Form Fax Back  
To  
**FAO INFO**  
Fax Number: 97143415352

Shmailan International Training  
P.O. Box 118485  
Dubai  
United Arab Emirates  
[www.sigtraining.com](http://www.sigtraining.com)  
Phone: 971502977030  
Email : [info@sigtraining.com](mailto:info@sigtraining.com)

Company : .....  
Address : .....  
.....  
.....Postcode : .....  
Telephone : ..... Fax : .....

### Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : ..... Surname : .....  
Position : ..... Department : .....  
Email : ..... Telephone : .....

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First Name : ..... Surname : .....  
Position : ..... Department : .....  
Email : ..... Telephone : .....

Course : Assertive, Confidence and Dealing with Difficult People

Date of Workshop : .....

### Invoice Details

Company : ..... Mr/Mrs/Miss/Ms. (please circle)  
First Name : ..... Surname : .....  
Department : ..... Email : .....  
Address : .....  
PO Number..... Postcode : .....  
Telephone : ..... Fax : .....

Cost of Course per delegate : .....

**SIGNATURE**

Total Cost : .....

Name (please print) : .....

