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PHOENIX TS

# Assertiveness and Self Confidence

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Phoenix TS' 1-day, instructor-led Assertiveness And Self-Confidence course teaches participants about assertiveness and self-confidence and how to develop each of those traits and apply to their daily lives. At the completion of this course, participants will be able to:

- Define Self Confidence and Assertiveness
- Identify types of negative thinking
- Examine body language
- build communication skills
- Learn to dress to impress
- Develop techniques for dealing with difficult behavior
- Set goals

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

## 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

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PhoenixTS

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Starting at **\$795**

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