



INCREASING YOUR SELF-CONFIDENCE

Having self-confidence and being able to assert yourself in today's corporate world has become one of the main keys to success. Finding your place, asserting your position, getting what you want without being aggressive and refusing while remaining constructive are crucial in today's complex and changing environment where decisions and power lie in less clearly identified places, where there are often several supervisors, and where daily life rhymes with meeting multiple demands – always urgent and often contradictory. Successful behaviour has thus come to represent a delicate balancing act that is virtually impossible to maintain. In reality, this behaviour can be acquired by better understanding how you function, developing your emotional intelligence and thinking in terms of win-win. This course will give you the keys for developing your daily self-confidence and assertiveness via a certain number of principles and straightforward techniques. Once you embark on this path, it can take you to great professional heights.

This programme is designed for:

- non-managerial staff
- assistants
- team members

At the end of this course you should be able to:

- assert yourself effectively without being aggressive
- formulating requests and expressing refusals in an assertive way
- use emotional intelligence in your daily work
- negotiate and practise the mutual gains method

The applied professional development certificate shows you have acquired the skills covered in the course.



Benefits of the programme:

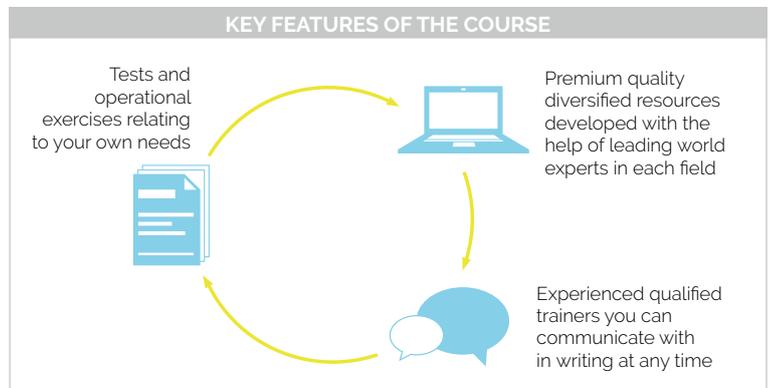
positive and productive relationships within teams
less stress, higher performance

3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.

- WHAT YOU WILL LEARN**
- Understanding the fundamentals of assertive behaviour
 - Difference between assertive, aggressive, passive and manipulative
 - Being aware of your dominant style
 - Formulating a request assertively
 - Daring to say no and doing so without hurting people's feelings
 - Defusing tense situations by offering constructive solutions
 - Becoming aware of your emotions to enhance your interpersonal relationships
 - The notion of emotional intelligence
 - The positive role of emotions
 - Learning to manage your emotions and make them work for you

3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.

- WHAT YOU WILL LEARN**
- Developing constructive win-win approaches
 - Becoming aware of your negotiating style
 - Broadening your scope: knowing how far to go when bargaining and understanding how win-win negotiation works
 - Mastering the fundamentals of win-win negotiation; preserving positive relationships; preparing to negotiate

4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

