



See more at [www.zandax.com/courses/developing-assertiveness](https://www.zandax.com/courses/developing-assertiveness)

Course information from ZandaX

## Using Assertiveness to Boost Your Self Esteem

**Learn how to use assertiveness to boost self esteem, and deal confidently**

Course duration: 2 hours of highly focused content (Revisit, review and revise as often as you want)

### What you'll learn

- ✓ Good and Bad Behavior Types
  - ★ Understand the various behaviour types and the effects they have
- ✓ Recognizing and Dealing with Bad Behavior
  - ★ Recognise bad behaviour types and know how to deal with them
- ✓ Assertiveness and You - An Honest Look at Yourself
  - ★ Learn about the benefits you will get from assertive behaviour
- ✓ Your Inner Voice: Being More Confident
  - ★ Identify your preconceptions and change negative thoughts to positive ones
- ✓ Assertive Body Language
  - ★ Recognise how good and bad body language affect your communication
- ✓ Three Steps to Being Assertive
  - ★ Use a simple three step process to direct all your assertive communication
- ✓ Proven Assertiveness Techniques
  - ★ Use techniques like reflecting, fogging and the broken record in being assertive
- ✓ Putting Assertiveness into Action
  - ★ See how to achieve Win-Win outcomes, say "no" nicely, and make requests assertively

## What does our Assertiveness & Self Esteem course cover?

### Increase Your Confidence: Learn How to Deal With Bad Behavior

Assertiveness courses benefit people who need to develop their self confidence, and find ways of dealing with people who may take them for granted – or worse.

And if your self esteem needs a lift, this course will do just that for you.

But it also teaches a great way of thinking – of balancing everyone's needs – which we all need.

So if you are too passive, you'll learn how to stand up for yourself without confrontation – and if you're aggressive, then you'll see how you need to change so that everyone (yes, even yourself) sees the benefits.

We don't exaggerate when we say that this course will give you fresh insights into human behaviour that will change (and simplify) how you relate to other people.

This Assertiveness skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's delivered by professional presenters and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better assertiveness skills?

## Course requirements

Anyone who wants to develop more productive working relationships with colleagues, managers/staff and clients, in a positive way that makes life easier for everybody.

## Who's this course for?

### Assertiveness: Whoever You Are, This Course Will Give You Fresh Insights

This course teaches a great way of thinking - of balancing everyone's needs - which we all need to do.

Are you too passive? You'll learn how to stand up for yourself without confrontation. Or maybe you're aggressive? You'll see how to change so that everyone (yes, even you) sees the benefits. We can all, in some way, benefit from this course.

## CPD accredited course



This course is CPD accredited, which means that not only has it been rigorously assessed in terms of content and quality by the CPD, but you have learning options (see below) to get your own official CPD certificate.

## Course content for Using Assertiveness To Boost Your Self Esteem



- 2  **2 - Recognizing and Dealing with Bad Behavior**
- » Recognizing and Dealing with Passive Behavior
  - » Recognizing and Dealing with Aggressive Behavior
  - » The LEEP Model for Handling Aggression
  - » Recognizing and Dealing with Passive-Aggressive Behavior
- 3  **3 - Assertiveness and You - An Honest Look at Yourself**
- » Self Reflection
  - » How You Think Others Perceive You
  - » Faulty Assumptions
  - » How Being Assertive Will Help You
- 4  **4 - Your Inner Voice: Being More Confident**
- » Your Inner Voice: What Does it Say?
  - » Reprogramming Your Inner Voice
  - » The Power of Positive Thought
  - » Success Generates Success
- 5  **5 - Assertive Body Language**
- » Body Language as Part of Communication
  - » Making Sense of Body Language
  - » The Nature of Assertive Body Language
  - » Demonstrating Assertive Body Language
- 6  **6 - Three Steps to Being Assertive**
- » Guidelines for Assertive Language
  - » The Three Step Approach to Being Assertive
- 7  **7 - Proven Assertiveness Techniques**
- » The Reflecting/Playback Technique
  - » Fogging
  - » Broken Record / Stuck Record
  - » Positive and Negative Enquiry
  - » Asking for More Time
  - » Explaining the Consequences
  - » Self-Disclosure
  - » The Power of Silence
  - » What If?
  - » What do You Think?
  - » What Would You Do in My Shoes?



## 8 - Putting Assertiveness into Action

- » Assertive Negotiating
- » Win-Win Outcomes
- » Saying "No" Nicely
- » Making Requests Assertively
- » Putting Assertiveness Into Action

### And There's a Great Workbook...

The CPD certificate you get with the Diploma and Professional course options will be your proof of **where you are**.

How about realizing your **full potential**?

The course comes with a great, results-focused downloadable workbook.

The workbook features:



## More about the ZandaX Using Assertiveness To Boost Your Self Esteem course

### Change Your Life: Boost Your Self Esteem and Be More Assertive

#### Learn how to behave confidently and assertively, and boost your self esteem

Our assertiveness course looks at different behavior types that people - including yourself - engage in when interacting with others.

We look at how to deal with poor behavior shown by others, and also how to be sure you are not also behaving badly, but in a positive, assertive way.

You will learn how to move away from being passive, aggressive, or even passive-aggressive, and how to be seen as a confident, assertive individual.

After putting what we say into action, you will get better outcomes from all your interactions with other people.

This course will almost certainly change the way you think, give you the tools to improve your relationships, and reduce your stress levels too!

Watch the modules, revisit them time and again ... and have fun with improving your skills!

### Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. You also get interactive content, a comprehensive workbook and a course certificate as evidence that you have invested in your skills as part of your professional development.

## View this course online

Visit our website at [www.zandax.com/courses/developing-assertiveness](http://www.zandax.com/courses/developing-assertiveness) to view the latest details, including related courses, prices and quantity discounts.

**Zandax**

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