

# building professional confidence & assertiveness

fmi course number: PE04

Duration  
2 days

## .....course overview

This very practical course has been developed specifically by fmi to help you build essential professional skills in confidence and assertiveness. The course gives you practical skills, techniques and useful tips that will increase your confidence, make you more assertive in workplace situations, and help you present a professional, calm and focused image in your workplace communications.

This program is very different from "basic assertiveness" building programs in that it enables you to develop real confidence in the way you apply the skills you learn.

fmi guarantees the assertiveness techniques you learn in this course will, when applied back in the workplace, enable you to communicate your point of view with confidence and clearness. This helps you perform better at work and boost your career. Colleagues, other team members and customers will all benefit from your improved performance.

This course identifies and helps participants practise and apply assertive techniques appropriate for the situation and the people involved. Participants learn to select and apply assertive behaviour as opposed to aggressive or non-assertive behaviour. The course also provides valuable strategies for dealing with difficult and challenging work situations and difficult people.

This program will give you skills and confidence that will make a significant difference to your professional career.



## .....key content

- Importance of professional confidence and assertiveness in business situations
- The secrets of confidence, self esteem and self worth
- Overcoming barriers to professional confidence
- Staying calm and composed in professional situations
- Communication strengths and weaknesses
- Assertive, aggressive and non-assertive behaviour
- Assertive Communication
- Understanding and meeting needs of others
- Assertiveness and negotiated agreements
- Strategies for dealing confidently with difficult work situations and difficult people at work
- Using professional confidence strategies for making a significant difference to your professional career

## .....what objectives can I achieve?

1. Value the importance of professional confidence and assertiveness in business situations
2. Use the secrets of confidence
3. Identify own strengths and weaknesses in communicating assertively
4. Distinguish between assertive, aggressive and non-assertive behaviour
5. Communicate assertively
6. Identify strategies for dealing with difficult work situations and difficult people at work

## Who this course is useful for



This course is an essential program for professionals seeking to further their career by communicating professionally at all times with confidence.

### Feedback on this Course

*"I found the course very insightful"* T.K. – Alberto Culver

*"The module provides you with clear techniques that you can employ to build your confidence and assertiveness"* L.Z. – Blue Scope Steel

*"Our employee who attended the course returned to work very excited and eager to implement the skills learned straight away"* G.N. – Maersk Australia

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

There is no formal assessment in this course

### Dates and locations

**Course Dates:** Sydney

For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +6129660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

Email: [fmi@managementcando.com](mailto:fmi@managementcando.com)

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Location & Post

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