

Course information for

## Using Assertiveness to Boost Your Self Esteem

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

### Using Assertiveness to Boost Your Self Esteem

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

1		<b>1 - Good and Bad Behavior Types</b> <ul style="list-style-type: none"><li>» The Benefits of Assertiveness</li><li>» Passive Behavior</li><li>» Aggressive Behavior</li><li>» Understanding Different Behavior Types</li><li>» Passive-Aggressive Behavior</li><li>» Assertive Behavior</li></ul>	<div style="width: 25%; background-color: #663399; height: 10px;"></div>
2		<b>2 - Recognizing and Dealing with Bad Behavior</b> <ul style="list-style-type: none"><li>» Recognizing and Dealing with Passive Behavior</li><li>» Recognizing and Dealing with Aggressive Behavior</li><li>» The LEEP Model for Handling Aggression</li><li>» Recognizing and Dealing with Passive-Aggressive Behavior</li></ul>	<div style="width: 35%; background-color: #663399; height: 10px;"></div>
3		<b>3 - Assertiveness and You - An Honest Look at Yourself</b> <ul style="list-style-type: none"><li>» Self Reflection</li><li>» How You Think Others Perceive You</li><li>» Faulty Assumptions</li><li>» How Being Assertive Will Help You</li></ul>	<div style="width: 30%; background-color: #663399; height: 10px;"></div>
4		<b>4 - Your Inner Voice: Being More Confident</b> <ul style="list-style-type: none"><li>» Your Inner Voice: What Does it Say?</li><li>» Reprogramming Your Inner Voice</li><li>» The Power of Positive Thought</li><li>» Success Generates Success</li></ul>	<div style="width: 40%; background-color: #663399; height: 10px;"></div>
5		<b>5 - Assertive Body Language</b> <ul style="list-style-type: none"><li>» Body Language as Part of Communication</li><li>» Making Sense of Body Language</li><li>» The Nature of Assertive Body Language</li><li>» Demonstrating Assertive Body Language</li></ul>	<div style="width: 45%; background-color: #663399; height: 10px;"></div>
6		<b>6 - Three Steps to Being Assertive</b> <ul style="list-style-type: none"><li>» Guidelines for Assertive Language</li><li>» The Three Step Approach to Being Assertive</li></ul>	<div style="width: 50%; background-color: #663399; height: 10px;"></div>

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## 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?

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## 8 - Putting Assertiveness into Action

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

### This is a CPD Certified Course



This means that not only has it been rigorously assessed in terms of content and quality, but with the **Diploma** or **Professional** course options, you get a personalized official CPD certificate.

### 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**?

Choose the **Development** or **Professional** course options and get your own great, results-focused downloadable workbook.

The workbook features:

- **Summary notes** of the course to refer to as you go
- Space for **your own notes** alongside the summaries
- Apply the lessons in each module to your own situation and needs
- The **unique ZandaX Personal Action Plan** with four structured Follow Up Sessions for you to monitor and manage your ongoing development
- A final Review Session for you to see just **how far you have come!**



# 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 options

This course is delivered as informative, easy-to-watch videos which you can pause, re-run and revisit as often as you like. You can view the content in any order, and review whatever you like at any time.

You also have the following options to choose from:

#### Fast Track option

You don't get extra learning resources, but it's a quick and easy way to go.

**This option is for you** if you want good coverage of the subject but have limited time or budget.

#### Development option

This is the most popular option because it also includes a comprehensive ZandaX workbook and Development Plan which allows you to engage fully and deepen your understanding enormously.

**This option is for you** if you're serious about your development and don't need a CPD certificate.

#### Diploma option

This includes the Fast Track course, PLUS a CPD certificate. It's ideal for people who want to learn the subject to an adequate level and achieve a CPD certificate but don't need to maximize their knowledge.

**This option is for you** if you need a CPD certificate as part of your professional development, or you'd like one to put with your CV.

#### Professional option

Here, you get everything: the course, PLUS a comprehensive ZandaX workbook and Development Plan, PLUS a CPD certificate. So you maximize your learning, and get an internationally recognised certificate.

**This option is for you** if you're serious about development, and want credible proof of your progress.

**ZandaX**

ZandaX – Change Your Life ... Today

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