Building Self-Esteem, Self Confidence and Assertiveness in Yourself and Others & How to Develop Good Working Relationships

Length: One Day

Course Description: Self-esteem, self-confidence, and assertiveness are all different facets of someone's personality and character traits. In the workplace, *positive assertion* is a *tool* that allows you to ask for what you need to do your job and to achieve the quality results you want and need for a task or project. Good working relationships within a company can make all the difference as to whether you enjoy your work as an assistant. This also can be a deciding factor as to whether you are successful and to what degree you are successful.

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Course Content

BUILDING SELF-ESTEEM, SELF CONFIDENCE & ASSERTIVENESS IN YOURSELF AND OTHERS

- We answer the question, "What is Self-Esteem? Self Confidence? Assertiveness?"
- Assess your current level of each.
- Examine what you can do to enhance your current levels of each.
- Our focus is not on what is wrong, or why you do not have enough of each, rather we concentrate on identifying what your resources are to build strength in each of these areas.
- Every one of us has areas where we are strong, confident and self-assured and we will give you techniques to transfer that confidence to enhance job performance.

HOW TO DEVELOP GOOD WORKING RELATIONSHIPS

- Define what a "Good working relationship" is to each participant.
  - This is a personal perception and we'll break down what it means to each participant.

- Methods to identify the specific actions that you can take to develop a good working relationship.
- Setting expectations and delegating effectively.
- Communication strategies that create deep levels of rapport and trust amongst entire office personnel and the Executive that each reports to.