

## Series Title

## Assertiveness is Attitude- Get Yours Right

## Series Overview

It's so infuriating! You know what you need from your team, your staff and your clients. It's just that they seem to be able to express their needs in a way that makes you feel bad, angry or confused about what you also need. We've put together some bite size seminars that will raise your confidence in expressing your views to make your job work for you. After all 'Joint undertakings stand a better chance when they benefit both sides'.

## Target Audience

Anyone needing to develop their assertiveness skills in order to achieve positive, productive effects in their job role.

## Duration

3 X 90 Minutes

## Pre-Course Work

N/A

## Sessions Content

### Session 1: Assertiveness Analysis – How, Why, What

- Introduction - 10 Minutes
- What is assertiveness – 40 Minutes
- How assertive are you – 30 Minutes
- Feedback and Action plans – 10 Minutes

### Session 2: Time to be Assertive – When is the right time?

- Introduction – 10 Minutes
- The Importance of Assertiveness – 30 Minutes
- Understand 6 types of assertion and when to use them – 40 Minutes
- Feedback and Action plans – 10 Minutes

### Session 3: Assert Yourself – Get yourself heard.

- Introduction – 10 Minutes
- Understand how assertiveness impacts self-confidence – 15 Minutes
- Practice behaving more assertively in 6 typical work situations – 55 Minutes
- Feedback and Action plans – 10 Minutes

**On completion of these bite-size learning modules, delegates will be able to:**

- Recognise assertive, non-assertive and aggressive behaviour and the effect of each type of behaviour on you and others.
- Recognise verbal and nonverbal aspects of behaviour used in assertion, non-assertion and aggression
- Understand how individual rights and responsibilities are important to assertiveness and how beliefs can influence the rights you accept for yourself.

**Series Title**

**Influencing Skills – The impact of influence.**

**Series Overview**

How do you get people on your side? You know what you want; you know what you have to do; so how do you get them to say “YES”? Achieving your goals at work requires that you get the help, co-operation and commitment of others, even if you don’t have the authority. We have some bite size seminars to help you understand influencing techniques; we will give you the skills in the art of gaining co-operation and how to get people into your way of thinking; and all this without manipulating others!

**Target Audience**

Anyone who deals with other people, clients internal or external and is responsible for influencing their decisions.

**Duration**

3 X 90 Minute Sessions

**Pre Course Work**

None

**Sessions content**

**Session 1: Win/Win – The essentials of intelligence influence**

- Introduction - 10 Minutes
- Understanding that Influencing persuasion and negotiation skills enable people to influence the thinking and behaviour of others – 40 Minutes
- The Coin Exercise – 30 Minutes
- Feedback and Action plans – 10 Minutes

**Session 2: Information Interchange – The spread of communication.**

- Introduction – 10 Minutes
- How to gain effective spread of information throughout a team using good communication skills – 30 Minutes
- Chinese Whisper Exercise – 40 Minutes
- Feedback and Action plans – 10 Minutes

**Session 3: Listen to Me: The essential technique to influence.**

- Introduction – 10 Minutes
- Active Listening – What is it? – 15 Minutes
- 2 Active Listening exercises– 55 Minutes
- Feedback and Action plans – 10 Minutes

**On completion of these bite-size learning modules, delegates will be able to:**

- Understand the principles of persuasion.
- Communicate with increased confidence at meetings.
- Communicate better with colleagues and clients
- Handle difficult situations.
- Develop more effective and creative working relationships.

## Sessions Title

## Presentation Skills – Presenting for Positive Outcome

## Sessions Overview

You know what it's like when you have to attend a presentation. YAWN!! Then it happens! You have to prepare a presentation yourself. You know you'll have to shine. Bye-bye confidence hello worry, fear, panic and late nights. Breathe deeply and relax, we're here to help. Why not get some fresh ideas, some new perspectives and some great tools to make your presentation much more dynamic?

## Pre/Post-Course Work

Design a five minute presentation on your company and deliver it to the group. Using all the tools learnt during the day.

## Duration

3 X 90 Minutes

## Sessions Content

### Session 1: Presentation Panic – Stop it happening.

- Introduction – 5 mins
- What makes us unconfident? - 15 mins
- 3 Maxims for presenting - It is 'show business after all' – 10 mins
- How to stop questions until your ready to answer. – 10 mins
- Feedback- if you want to give it, learn to take it. – 10 mins
- Do you hear or do you listen – How can Lego help? – 20 mins
- Brad or Angelina!
- Your audience - know them help them understand – 10 mins
- Feedback, Questions, Plan – 10mins

### Session 2: The Show Must Go On – Presentation skills you need.

- Introduction – 5 mins
- It's all about you- presenting self - 10mins
- Get ready for you critics – 5 mins
- Art of Communication - Body Language – Voice 20 mins
- Three minutes of fame – filming exercise – 30 mins
- Make them understand the script – 10 mins
- KISS them goodbye – 5 mins
- Feedback, Questions, Plan – 5 mins

### Session 3: Killer Presentations – Design and Delivery.

- Introduction – 5 mins
- Death by PowerPoint - Stop it happening - 10mins
- Where to start - Mind Mapping – 15 mins
- Use sense (all of them) –10 mins
- Power of words – Hook them in – 10 mins
- Stop being boring – Shakespeare can help – 10 mins
- Use your presentation, techniques for better presenting – 15 mins
- Tools of the trade, using props and other material for impact – 10 mins
- Let the presentation End – 5 mins
- Feedback, Questions, Plan – 5 mins

**On completion of this bite-size learning module, delegates will be of covered:**

- Tips and Techniques
- Physical and Visual Skills
- Speech and hooks
- Body Language and audience understanding
- Presentation Techniques – Visual aids
- Mind Mapping

**Series Title**

**Brand New Brand You – Have you got the X Factor?**

**Series Overview**

So what do you want? Who do you want to be? How come some people think of you one way and others see you differently? Is it time to make a change at how you are perceived? Find a way to get an answer to “WHAT IF I?” Through These bite size modules you will discover how to have an impact on who you are, what you do, and how you’re perceived by creating your brand!

**Target Audience**

All those focusing on a career rather than a job.

**Duration**

3 x 90 minutes

**Pre-Course Work**

Prepare a personal statement that outlines current and desired brand.

**Sessions Content**

**Session 1: Class versus crass – making the right impression.**

- Introduction - 5 Minutes
- What is ‘Personal Brand’? – 10 Minutes
- Issues we face with building our “brand” – 15 Minutes
- Personal beliefs; limiting or enabling? – 50 Minutes
- Feedback and Action plans – 10 Minutes

**Session 2: What do you think you are? Do impressions count?**

- Introduction – 5 Minutes
- How to be seen and heard for the right reasons – 15 Minutes
- First impressions; making the first 6 seconds count – 25 Minutes
  
- Impact – 15 Minutes
- Presence – 10 Minutes
- Credibility – 10 Minutes
- Feedback and Action plans – 10 Minutes

**Session 3: Your brand is your promise – impress for success.**

- Introduction – 5 Minutes
- Assertiveness – 40 Minutes
- Defining ‘Brand New Brand You’ – 20 Minutes
- Delivering your brand – 20 Minutes
- Feedback and Action plans – 5 Minutes
  
- Have a greater understanding of themselves,
- Understand how their behaviours and actions impact the impression that others have of them
- Understand how their credibility and therefore their career is effected by their personal brand
- Be given tips and techniques for building their personal brand

**On completion of these bite-size learning modules, delegates will :**