

Live Webinar - Assertiveness, Personal Impact and Emotional Intelligence

Duration: 1 Day

Maximum 10 delegates

This live webinar will focus on developing assertiveness skills and building confidence (and changing attitudes and behaviours) and therefore increasing the chance of success in any human transaction. The course will look at the impact we have on others, and how a positive approach is key.

We will explore the principles of Emotional Intelligence (Emotional Quotient or 'EQ') to help delegates to better understand other people and to appreciate their outlook and values.

The webinar will be highly interactive with delegate participation and engagement throughout. Course duration 10 – 4pm.

The webinar is delivered by a Certified Online Learning Facilitator.

Course Objectives

By the end of the workshop, delegates will be able to:

- Differentiate between Assertive, Aggressive and Passive behaviours
- Manage passive and aggression in an assertive manner
- Understand the importance and relevance of personal impact and have an awareness as to how others might see them
- Explain how their behaviour affects the behaviour of others
- Be able to understand how to make a positive and professional impact on others
- Describe the importance of Emotional Intelligence

Course Content

Assertiveness

- Understanding Assertiveness - what assertiveness is and isn't
- Skills of Assertiveness and reasons to use assertive techniques
- Positive thinking and self-awareness
- Understanding and managing 'self-talk'
- Building confidence and self-esteem

Personal Impact

- The importance of first and last impressions
- Making a positive impact – personal awareness and personal style, use of personality and behavioural interaction
- Recognising how our behaviour affects others
- Using a positive approach

Emotional Intelligence

- The five 'domains' of EQ
 - Knowing your emotions
 - Managing your own emotions
 - Motivating yourself
 - Recognising and understanding other people's emotions
 - Managing relationships and the emotions of others
- How our personalities affect the way we communicate
- The principles of Transactional Analysis