

Achieve Desired Outcomes

A guide to Assertiveness and Self Confidence

Assertiveness and self-confidence are key to effective leadership and building gravitas and charisma. Yet low self-esteem is everywhere in business

This workshop provides delegates with an understanding of what self-confidence means and a practical range of tools for achieving greater personal effectiveness at work.

The workshop begins by reviewing what assertiveness is and how a lack of self confidence arises. Delegates are then led through a series of exercises to understand better how they come across to others and their individual styles for handling situations of conflict and stress.

Drawing upon various models from transactional analysis, social panorama and NLP, delegates examine a range of possible strategies for dealing with difficult circumstances. They then have an opportunity to rehearse applying these practical approaches to simulations of real-life business events, receiving feedback and coaching from the tutor and fellow delegates.



Learning Outcomes

- Delegates gain a deeper understanding of themselves, their strengths and weaknesses, and their preferred behavioural styles
- Delegates understand what assertiveness is and how to exercise it in difficult situations
- Delegates become more confident about tackling challenging work situations, and better equipped to secure a fair outcome for themselves
- Delegates are able to exercise greater personal impact and effectiveness within their organisations.

Jennifer Fitzgerald



Jennifer is an executive coach and trainer of interpersonal skills. She is an accredited trainer of NLP (neurolinguistic programming) and coach trainer with the International NLP Trainers Association. She has trained in accelerated learning and had preliminary training in cognitive behavioural therapy and other psychological disciplines.

Jennifer brings a high degree of business expertise to the programmes she runs. Her credentials come from a highly business focussed career with Schlumberger, Mastercard and Barclaycard. She has extensive international experience and speaks both French and German.

Jennifer runs training courses and coaching programmes at market leading companies, the programmes she runs are fast-paced, thought-provoking, interactive and fun!