

## Building Self-Esteem, Self Confidence and Assertiveness in Yourself and Others

*How to Develop Good Working Relationships*

Length: ½ Day

---

### COURSE CONTENT

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

- We answer the question, "What is Self-Esteem? Self Confidence? Assertiveness?"
- 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.
- Everyone 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"
- 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