

DEVELOPING PROFESSIONAL ASSERTIVENESS & CONFIDENCE

2-Day Training Course: The Key to Improved Confidence, Credibility & Assertiveness at Work

Build your communication skills & emotional intelligence to help increase your capacity to be an assertive & confident communicator & project an image of credibility & composure at work.

26-27 March 2020 • Sydney

30-31 July 2020 • Melbourne

2-3 April 2020 • Perth

14-15 September 2020 • Brisbane



Our Expert Course Instructors



Andrew Lee

Andrew has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.



Sandi Givens

Sandi has over 28 years of professional experience in training & management. Sandi inspires people to incorporate new behaviours and attitudes in their daily lives.

Key Learning Objectives

- ▶ Learn to identify and manage different types of business behaviour
- ▶ Benefit from an in-depth personal assertiveness assessment
- ▶ Discover how to enhance self confidence, self esteem, and self belief
- ▶ Recognise techniques for maintaining composure and credibility
- ▶ Develop critical skills to handle criticism, anger, negativity and confrontation
- ▶ How to overcome confidence breakers in the workplace
- ▶ Identify the differences between assertiveness, confidence, influence and power
- ▶ Develop the skills to make you a more confident, credible and assertive communicator

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ABOUT THE COURSE

Your ability to communicate your ideas, get your point across, lead your teams or simply maintain professional credibility can mean the difference between success and failure.

Competition is fierce in the business world and if you can have more and better professional tools, know how and when to use them, you will enhance both your career satisfaction and prospects. That is precisely what this interactive course is designed to do.

This course will provide the tools needed to improve performance in areas of: self belief; self-confidence; communicating; business language; listening; questioning; dealing with difficult people; influence; persuasion; professional presence; personal power; and more.

The focus of this course is on practical outcomes rather than academic learning. It also includes self-evaluation, group discussion, practical activities, practice techniques, checklists and action plans designed to facilitate change-oriented learning, for effective and immediate integration and application in your professional life.

WHO WILL BENEFIT

Any business professional who wishes to enhance their composure and personal profile at work, improve their assertiveness skills, and become more confident and effective in their interactions with those they work with; at all levels of the organisation.

"Andrew's engaging nature made for an interesting learning experience. His use of training aids and examples reinforced the concepts he presented about."

Assets Investment Analyst, **Jemena**

Would You Like To Run This Course On-Site?

Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** or **Holly Baldwin** on **+61 (02) 9080 4455** to discuss your customised learning solution, or email training@informa.com.au

OUR EXPERT COURSE INSTRUCTORS



Andrew Lee

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

Andrew's familiarity with technical thinking has enabled him to create a niche in assisting technically trained professionals make the move into management and leadership roles - translating complex theory into easily understood examples and stories inspires his audiences to take a fresh look at the problems they may be confronted with.

Andrew has also developed groundbreaking work in developing curiosity. A precursor for problem solving, learning, creativity, engagement and intrinsic motivation, curiosity is rarely employed as much as it should be. Developing a team's Curiosity Quotient provides a springboard to solving most workplace problems. Curious by nature and always looking for more effective ways to engage, explain and educate, Andrew focuses on cultivating curiosity as a catalyst for learning, problem solving and change. In 2010 he delivered a plenary on "Cultivating Curiosity" at the International Conference on Thinking in Kuala Lumpur and in 2013 attended an Adaptive Leadership Program at the Kennedy School of Management, Harvard.

While Andrew offers a range of common one or two day programs a large part of his current work is spread out over longer periods and has the look and feel of intensive coaching.

Andrew has a Certificate IV in training and assessment, is a master practitioner of Neuro Linguistic Programming (NLP), has a Diploma of Traditional Chinese Medicine and is currently completing an MBA.



Sandi Givens

Sandi has a unique ability to connect with, engage and enthuse her entire audience, irrespective of size, demographic or skill level. Exceptional communication and interpersonal skills, and leading-edge educational and learning technologies enable Sandi to inspire people to incorporate new behaviours and attitudes in their daily lives.

With over 26 years of professional experience in training and management, her primary goal is to help people learn, rather than merely tell them what to do. For the past 15 years, Sandi has worked as a consultant and director of her own company, Knowledge-Able Pty Ltd.

Sandi is skilled in the areas of needs analysis, program design and development, customisation for individual clients and post-program coaching to ensure application of new skills and behaviours in the workplace.

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2-Day Intensive Course Outline

THE CONTEXT OF PERSONAL-SELF ANALYSIS

Establishing where you could benefit from increased confidence

- Identifying personal objectives and outcomes
- Identifying key scenarios in which you would like to develop greater confidence and assertiveness
- Identifying personal barriers to success
- What aspects of your behaviour/communication should you change?

Enhancing self-esteem, self belief, self image & self acceptance

- Being authentic to yourself
- Overcoming self-imposed barriers and limitations
- Understanding how your values and beliefs affect your performance
- Recognising the impact of self-talk
- Changing from negative to positive thinking
- Conquering fear, anxiety and anger
- Practical steps to increasing your self-confidence
- Turning your intentions into actions
- Enhancing and building an energised self-belief
- Building a confident and assertive behaviour style

Professional presence & personal power

- Understanding the power of first and lasting impressions
- Utilising professional image as a communication tool
- The importance of being congruent – ensuring your verbal and non-verbal communication projects confidence, credibility and assertiveness
- Harnessing your resources to increase your professional presence

THE CONTEXT OF THE WORKPLACE

Communicating with confidence & assertiveness

- What actually is communication?
- Assessing your own communication style
- Recognising the communication styles in your organisation
- Assessing your natural communication strengths
- Making sure people receive your intended message

- Understanding how others influence and change our behaviour
- Positive language patterns
- Assertive language, effective voice, active listening, powerful questioning
- Developing confident body language
- Looking, sounding and speaking with greater confidence
- Addressing emotions in the workplace
- How to say 'no' assertively and without losing your job or your friends!

Effective business & professional conversations

- Developing convincing business dialogue
- Knowing your rights
- Promoting your leadership strengths
- Projecting confidence in challenging situations
- Reviews
- Meetings
- Presentations
- Networking

Developing your assertiveness skills

- Key principles of assertiveness
- Differentiating between assertiveness and aggression
- Understanding negotiation skills
- Making effective decisions
- Powerful conversations
- Increasing your influence and persuasion skills

Assertiveness & aggression at work

- Defining assertiveness and aggression
- Why are some people "assertive" when others are considered "aggressive"?
- The key differences in a business context
- What is and is not acceptable in the workplace
- Being assertive without being aggressive
- Techniques for effective assertive communication
- Getting your views, ideas and objectives across in an assertive way
- Understanding the principles of influence and persuasion

Dealing with difficult behaviour & situations

- What defines difficult characteristics/behaviour?
- Understanding emotions and feelings and why these differ between peers
- Facing and controlling fear and negative emotions

- Understanding why certain people and situations drain your energy and effectiveness, and strategies for overcoming this
- Recognising and dealing with intimidation and criticism confidently
- Direct and constructive feedback – giving and receiving
- Preparing effective solutions for difficult situations
- Moving from the negative to the positive, satisfying both parties
- Employing key principles of conflict resolution
- Negotiating a win-win solution to a variety of challenges

THE CONTEXT OF THE BUSINESS ARENA

Understanding the business & professional context

- Understanding your personal behavioural style and how you relate to others
- Understanding different behavioural models
- What causes people to behave the way they do in a range of professional contexts
- How behaviour from clients, customers and colleagues causes us to react in different ways
- How conditioning and beliefs affect our behaviour in certain scenarios
- How to use this information to change your attitude and behaviour from tomorrow

LEARNING TRANSFER: TAKING WHAT YOU'VE LEARNT BACK TO THE WORKPLACE

Developing your personal action plan for professional confidence & assertiveness

- How will you use the techniques and principles professionally?
- Identifying key issues and challenges
- Rehearsing success and increasing confidence
- Deciding how, when and where to take action
- Establishing plans for your long term personal and professional development
- Your immediate plan of action starting the day you get back to work

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Easy Ways to Register

1 Web
www.informa.com.au/professionalassertiveness

2 Telephone
+61 (02) 9080 4395

3 Email
training@informa.com.au

Stay Connected



Developing Professional Assertiveness & Confidence

Course Codes	Location	Course Dates	Super Early Bird price valid until SY - 14 Feb 20 PE - 21 Feb 20 ME - 19 Jun 20 BR - 7 Aug 20		Early Bird price valid until SY - 6 Mar 20 PE - 13 Mar 20 ME - 13 Jul 20 BR - 25 Aug 20		Standard price valid after SY - 6 Mar 20 PE - 13 Mar 20 ME - 13 Jul 20 BR - 25 Aug 20		4+ Dels Discount	
P20GC02SY	Sydney	26-27 Mar 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC02PE	Perth	2-3 Apr 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC02ME	Melbourne	30-31 Jul 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC02BR	Brisbane	14-15 Sep 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60

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Please visit us online at www.informa.com.au/privacy for a full privacy policy. Database amendments can be sent to database@informa.com.au or phone **+61 (0) 2 9080 4017. ABN: 66 086 268 313**

Informa Corporate Learning – On-site & Customised Training

Informa Corporate Learning has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants.

If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

Why Choose On-site With Informa Corporate Learning?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality Assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Our Long Standing Clients Include:

ActewAGL, Ajilon, Ambulance Victoria, ANU, Arrow Energy, Australian Super, Barrick, BHP, Chevron Australia, Coffey International, ConocoPhillips, CSIRO, Dalrymple Bay Coal Terminal, Department of Education, Department of Planning, Electricity Generating Authority of Thailand (EGAT), ENI Australia, EY, Fortescue Metals Group, Health Purchasing Victoria, IBM, IP Australia, Jemena, Litmus Group, Metro Trains, Office of the National Rail Safety Regulator, Origin Energy, Pacific National, PT Freeport, Public Transport Authority – WA, QGC – BG Group, Queensland Rail, Rio Tinto, Romgaz, SA, South Australia Health, Telstra, Transport & Infrastructure, UBS, Woodside and more...

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