

## Suitability

For people from all levels of seniority who lack inner confidence in either their work, their personal life or both.

Ideal for people who would like to improve their inner self-confidence and the way they appear to others. This course is also suitable for people who need to look more confident and communicate with more personal impact.

## Aims of the course

To ensure that delegates have the confidence and motivation to deal with situations outside their personal comfort zone.

To ensure that delegates can influence a situation with more self-confidence and personal impact by using effective communication skills

## Learning outcomes

By the end of the course, delegates will:

- Feel that their self-confidence and self-belief has been boosted significantly.
- Be able to act and look confident when necessary.
- Adapt their communication style to influence a person or a situation.
- Use their physical presence and body language as an effective communication tool.
- Make the best first impression.
- Use nerves or anxiety positively.
- Deal with conflict diplomatically and confidently.
- Feel more motivated and positive and have focused personal objectives to achieve

## Outline Programme

- Understanding why you lack self-confidence.
- Seeing how you look and sound (practical exercise - opportunity to use video feedback optional).
- Discovering how others see and perceive you.
- Exploring the strengths and weaknesses of your natural communication style.
- Adapting your communication style to deal confidently with a particular person.
- Making the very best first impression when you meet someone for the first time.
- Having personal objectives in your work and personal life and challenging yourself to think positively.
- Knowing how to inspire and motivate yourself.
- Demonstrating that you CAN communicate and act confidently! (practical exercise).
- Feeling more comfortable when speaking in front of a group.
- Identifying and dealing with unusual body language and verbal habits.
- Converting nerves or anxiety into positive traits that help rather than hinder you.
- Understanding your strengths and weaknesses as a listener and linking this to personal impact and the way you are perceived.
- Developing a personal action plan for the future which makes you feel confident and motivated to succeed.

## Details

Duration: One day course from 0930 to 1630

Venue: London, Bristol, Birmingham

Cost: £295 (plus VAT) per delegate  
Fee includes lunch, light refreshments and all course materials.