



SS247: Confidence and Assertiveness

Training Description:

The Confidence and Assertiveness training course is designed to help professionals build self-confidence, communicate assertively and project a strong, positive presence in the workplace. In today's competitive and fast-paced environments, the ability to express ideas clearly, set boundaries respectfully and handle challenging interactions with confidence is essential for career growth and effective leadership. This course provides a structured framework for strengthening self-belief and improving interpersonal effectiveness.

The training course focuses on understanding self-perception, overcoming self-doubt, managing fear of criticism and developing a confident mindset. Participants will explore assertive communication techniques, body language awareness, emotional intelligence, boundary-setting strategies and techniques for handling difficult conversations. Emphasis is placed on replacing passive or aggressive behaviors with balanced, professional assertiveness that builds respect and credibility.

Through interactive exercises, role plays, practical scenarios and guided self-assessments, participants will gain hands-on experience applying confidence-building and assertiveness techniques in realistic workplace situations. By the end of the course, attendees will be able to communicate clearly, handle pressure constructively, express opinions confidently and maintain professional composure in demanding environments.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the psychology of confidence and self-belief
- ✓ Identify personal barriers to assertiveness
- ✓ Apply assertive communication techniques effectively
- ✓ Use confident body language and voice control
- ✓ Set boundaries and say "no" professionally
- ✓ Handle criticism and difficult conversations calmly
- ✓ Manage workplace pressure and interpersonal challenges
- ✓ Strengthen emotional intelligence and self-awareness
- ✓ Replace passive or aggressive behaviors with assertive responses
- ✓ Develop a personal action plan for sustained confidence growth

Training Designed for:

This training course is designed for professionals at all levels who wish to enhance their self-confidence and communication effectiveness, including team members, supervisors, managers, customer-facing staff, HR professionals and emerging leaders. It is particularly beneficial for individuals who want to improve their ability to speak up in meetings, manage workplace conflict, present ideas persuasively and build stronger professional relationships through confident and assertive behavior.

Training Requirement:

"Hands on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FOUNDATIONS OF CONFIDENCE

- ❖ **Understanding Self-Perception and Personal Barriers**
 - Defining confidence and assertiveness
 - Self-image and mindset development
 - Identifying limiting beliefs
 - Understanding fear of rejection and criticism
 - Building positive internal dialogue
 - Self-assessment: Confidence strengths and gaps

ASSERTIVE COMMUNICATION SKILLS

- ❖ **Speaking Clearly and Respectfully**
 - Passive, aggressive and assertive behaviors
 - Verbal and non-verbal communication techniques
 - Voice tone, posture and presence
 - Active listening and respectful expression
 - Practical exercises in assertive dialogue

MANAGING DIFFICULT SITUATIONS

- ❖ **Handling Pressure and Conflict**
 - Saying "no" without guilt
 - Managing criticism and feedback
 - Addressing conflict assertively
 - Dealing with dominant or difficult personalities
 - Role play: Challenging workplace scenarios

EMOTIONAL INTELLIGENCE AND RESILIENCE

- ❖ **Strengthening Inner Stability**
 - Emotional awareness and self-regulation
 - Managing stress and anxiety
 - Building resilience under pressure
 - Developing composure in high-stakes situations
 - Workshop: Emotional response strategies

PERSONAL IMPACT AND SUSTAINED GROWTH

- ❖ **Building Long-Term Confidence**
 - Personal branding and professional presence
 - Influencing with confidence
 - Creating a personal development action plan
 - Practicing real-life application scenarios
 - Final exercise: Individual confidence presentation and feedback
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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