

## One Day Development Workshop BUILDING CONFIDENCE AT WORK

### WORKSHOP OUTLINE

*"The way we deal with others is strongly affected by the way we feel about ourselves"*

#### Overview

This workshop is for anyone who wants to become more confident in work. By the end of the workshop, you will:

- Have increased self-awareness and understanding
- Have new tools and ways of thinking to put into action
- Agree an action plan for personal and work development
- Be more confident at work!

#### Programme

9.30am	<p><b>Welcome &amp; Introductions</b></p> <p><b>Self Confidence &amp; Self Esteem at Work</b></p> <ul style="list-style-type: none"> <li>▪ What are they?</li> <li>▪ Self-limiting beliefs</li> <li>▪ Basic human needs and motivators. What motivates you?</li> <li>▪ Characteristics of low self-esteem and high self-esteem</li> <li>▪ Steps to improving self confidence and self esteem at work</li> </ul> <p><b>Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>▪ Intentionally make your emotions work for you</li> <li>▪ The four building blocks of emotional intelligence</li> <li>▪ Emotional intelligence in the work place:               <ul style="list-style-type: none"> <li>○ managing your emotions and motivating yourself</li> <li>○ developing interpersonal expertise and helping others to help themselves</li> </ul> </li> </ul>
12.30pm	Lunch
1.15pm	<p><b>Assertiveness – it works!</b></p> <ul style="list-style-type: none"> <li>▪ Tuning into your thoughts and feelings</li> <li>▪ The language we use</li> <li>▪ Learning to say 'no'</li> <li>▪ Planning 'I' messages</li> </ul> <p><b>The 7 Habits of Highly Successful People</b></p> <ul style="list-style-type: none"> <li>▪ Understanding (and putting into practice) the 7 Habits</li> <li>▪ Our circle of influence/our circle of concern</li> </ul> <p><b>The Boomerang Effect</b></p> <ul style="list-style-type: none"> <li>▪ The Reciprocity Urge - you can influence the behaviour of other people</li> <li>▪ Consciously choose your Boomerangs!</li> </ul> <p><b>Taking Action - The Way Forward</b></p> <ul style="list-style-type: none"> <li>▪ What will it mean to your working life?</li> <li>▪ Agreeing a personal and a work action plan</li> </ul>
4.30pm	Finish

#### Methodology

The workshop will be delivered by a combination of the following:

- Workshop notes
- DVD presentation
- Group discussion and practical exercises

*We look forward to welcoming you*