



CONFIDENCE IN THE WORKPLACE

Course Outline

Course overview and duration

Difficulties in the workplace are, frequently, not related to lack of skill or professional knowledge, but are in fact caused by an individual's lack of confidence in his or her own ability. This underlying problem is often exacerbated by people's reluctance to accept and discuss their confidence issues, for fear that it may be perceived as weakness and incompetence.

This one-day course is designed to encourage and enable delegates to face their confidence issues realistically in a safe and non-threatening environment, and to develop patterns of behaviour that will promote higher levels of self-confidence.

Who will benefit from this course?

As lack of confidence in the workplace is an issue faced by people at any professional level and duration of work experience, this course is appropriate for all. However, it is particularly suitable for anyone who is new in post or who has been promoted or moved to a new and unfamiliar working environment.

What you will learn:

- Identify and tackle the barriers that have caused you to feel lacking in confidence.
- Have a plan for dealing with those issues back in the workplace.
- Develop a confident manner and approach.
- Identify your strengths.
- Keep areas of weaknesses in perspective.
- Identify the difference between self-confidence and self-esteem.
- Create a positive image and project this to colleagues.
- Set your own goals for success.
- Deal with conflict in an assertive manner.
- Present your ideas and views with impact.
- Understand feedback from others and act upon it positively.

All delegates will leave the training with a personalised action plan.