

“Who has confidence in himself will gain the confidence of others. Leib Lazarow”

The Course at a Glance:

What Does Self-Confidence Mean To You?

Self-confidence is a belief in oneself, one's abilities, or one's judgment. It is freedom from doubt. When you believe you can change things -- or make a difference in a situation, you are much more likely to succeed. As a self-confident person, you walk with a bounce in your step.

What is Assertiveness?

An assertive person is confident and direct in dealing with others. Assertive communications promote fairness and equality in human interactions, based on a positive sense of respect for self and others. It is the direct communication of a person's needs, wants, and opinions without punishing, threatening, or putting down another person.

The Four Styles of Communication

- Passive
- Aggressive
- Passive-aggressive
- Assertive.



Obstacles to Our Goals

“If you can find a path with no obstacles, it probably doesn't lead anywhere.” Frank A. Clark

Type of Thinking

Overgeneralization

As the thinker, you:

Make a general universal rule from one isolated event

Global labeling

Automatically use disparaging labels to describe yourself

Filtering

Pay attention selectively to the negative, disregarding the positive

Polarized thinking

Group things into absolute, black and white categories, assuming that you must be perfect or you are worthless

Self-blame

Persistently blame yourself for things that may not be your fault

Personalization

Assume that everything has something to do with you, negatively comparing yourself to everyone else

Mind reading

Feel that people don't like you or are angry with you, without any real evidence

The Communication Foundation:

Listening and Hearing - they aren't the same thing

"The one who listens does the most work, not the one who speaks." Stephen R. Covey

Hearing is the act of perceiving sound by the ear. Assuming an individual is not hearing-impaired, hearing simply happens. Listening, however, is something that one consciously chooses to do. Listening requires concentration so that the brain processes meaning from words and sentences.

The art of active listening allows you to fully receive a message from another person. Especially in a situation involving anger or a tense interchange, active listening allows you to be sensitive to the multiple dimensions of communication that make up an entire message. Dimensions include:

THE OCCASION FOR THE MESSAGE. What is the reason why the person is communicating with me now?

THE LENGTH OF THE MESSAGE. What can the length of the message tell me about its importance?

THE WORDS CHOSEN. Is the message being made formally? With aloofness? With slang?

THE VOLUME AND PACE. What clues do the loudness and speed give me?

THE PAUSES AND HESITATIONS. How do these enhance or detract from the message?

NON-VERBAL CLUES. What do eye contact, posture, or facial expressions tell me about the message?

Asking Questions: Active listeners use specific questioning techniques to elicit more information from speakers.

- Open Questions
- Closed Questions
- Clarifying Questions

Body Language

Body language is a form of non-verbal communication involving the use of stylised gestures, postures, and physiologic signs which act as cues to other people. Humans unconsciously send and receive non-verbal signals through body language all the time.

How long will this course take?

- This course is delivered over one 4-hour session.
Please see the course schedule for dates.
- On completion you will receive a Certificate of Participation.

