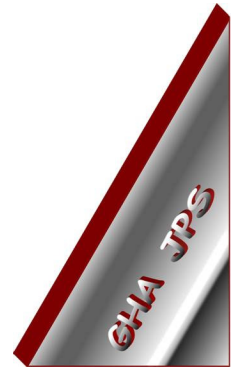


## OUTLINE PROGRAMME

### Presentation, Assertiveness & Confidence Building

- 1 Being a Public Speaker
  - a. Where do I Start?
  - b. Your Audience
  - c. Getting Started
  - d. What are the Pitfalls?
- 2 Giving life to your Presentation
  - a. Visual and other Aids
  - b. Dealing with Nerves
  - c. Walking Tall
  - d. The right to be there!
- 3 Learning Not to Apologise!
  - a. Getting it Across
  - b. Dealing with Questions
  - c. Dealing with Difficult People
- 4 What is being Assertive?
  - a. Recognising Aggressive, Non Assertive and Assertive Behaviour
  - b. Beliefs and Rights
  - c. Starting to be more Assertive
  - d. Negotiating Assertively
  - e. Saying "No" with Confidence
  - f. Saying "Yes"
- 5 Types of Assertion
- 6 Handling Negative Feelings
- 7 Giving and Receiving Criticism
- 8 How Others influence you
  - a. Other People's Non Assertiveness
- 9 Handling Aggression
- 10 Handling Non Assertion
- 11 Contributing Assertively
- 12 Handling Change Assertively
- 13 Handling Stress Assertively
- 14 Increasing your Assertiveness



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28 September, 2008  
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