

Course Synopsis

Self-Belief and Professional Credibility

Course Outline	A full day course to develop skills which will enable delegates to present the right image when dealing with customers and colleagues, in person, by phone and in writing.
Objectives	Creating the right impression is vital in business as is being able to follow it up. We tackle difficult issues of self-confidence, assertiveness and conflict working out methods which are right for the individual and take into account other people's personalities and approach.
Topics	Trainer led group discussion, practical exercises and comprehensive delegate notes <ul style="list-style-type: none"> • Making the right first impression • Passive, assertive and aggressive behaviour • Dealing with conflict • Imposter syndrome • Valuing your intuition • Building confidence