

**DATE(S):**

V1037

**23, 30 Oct;  
& 27 Nov**

Bookings close  
20 September

**Venue:**

**PHEW Centre**

52 Bartholomew Street,  
Exeter EX4 3AJ

**Times:**

**10am to 3pm**

**Cost:**

**£20.00**

**Lead Teacher:**

**Georgina Lynch**

**Course Level:**

**1**

Entry

Level = Pre-GCSE

Level 1 = GCSE D to G

Level 2 = GCSE A to C

Level 3 = A Level

Standard

This course is an accredited, course and there will be criteria that you need to meet in order to attain the qualification. You will need to also meet certain Learning Skills Council requirements in order for us to draw down the funding for your place. You will be asked to complete a form saying that you will pay any money we are unable to draw down by your not meeting the criteria.

## Improve your Assertiveness & Confidence Skills

**This three day course helps the learner to identify skills they can use to become more assertiveness and raise their confidence levels. The course is very practical and learner involvement is encouraged to help the learner get the most out of the course.**

The course tutor specialises in supporting learners and working with people with low confidence and lack of self-esteem. Course numbers will be low given the topic.

During the course, learners will:

- Identify why they sometimes lack confidence and self-esteem;
- Explore the differences between work social situations and how they confidence and assertiveness is affected by them;
- Identify the differences between being assertive, passive, aggressive and passive-aggressive and when these are best used;
- Explore Stress, why it occurs and techniques to reduce the stress;
- Learn techniques to speak up in structured settings;
- Explore negotiation and how to use it to get the desired outcome;
- Recognise the implications and benefits of self-control and assertiveness;
- Explore ways to give and receive feedback and cope with criticism;

To achieve the qualification, the learner must be able to work at the Level 1 standard and produce a portfolio of work from the course and personal study. In addition to the delivery hours, the tutor will arrange to meet up with each learner to help them for a 1:1 tutorial to help them meet the criteria.

This course is part of the Progression Qualifications offered by the National Open College Network.

**For further information about any of our Learning and Development opportunities, please do not hesitate to contact us.**