

Leadership & Management Development



1.2 Developing Confident and Assertive Behaviours

The programmes within this Communication pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening inside your organisation. What initially presents as a “communication problem” frequently turns out to be something deeper – a question of confidence, trust, conflict, influence or clarity of management.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people currently communicate, where friction or misunderstanding arises and what kind of development will genuinely shift behaviour. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Personal Development, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Confident and assertive behaviour is key to effective communication, personal impact and maintaining positive boundaries in the workplace. This practical one-day workshop helps participants build confidence, improve self-expression and respond with clarity in challenging situations.

Through guided practice, delegates will learn techniques to manage self-doubt, communicate respectfully and express their needs in a direct and constructive way. They will leave with greater self-assurance and strategies to apply assertiveness in real workplace interactions.

Who should attend?

This programme is suitable for anyone who wants to:

- Strengthen personal confidence and presence
- Communicate more assertively in a professional environment
- Set boundaries while maintaining positive working relationships
- Navigate challenging conversations with greater ease and clarity

Applicable across all roles, levels and industries.

Context

Many talented professionals hold back their voice, especially in situations where power dynamics or uncertainty exist. When confidence drops, communication becomes hesitant and influence is lost. Assertiveness is not about being forceful, it is about expressing views with respect and clarity while still valuing others.

At Expleo we help individuals develop the confidence to communicate honestly and constructively. This programme enables participants to express boundaries clearly, contribute ideas more comfortably and build stronger working relationships where everyone feels heard.

How certification is earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of this workshop participants will be able to:

- Explain the importance of confidence and assertiveness in workplace success
- Recognise common barriers to assertiveness and practical ways to overcome them
- Communicate clearly and respectfully using assertive techniques
- Apply confident strategies in difficult interactions, including conflict and feedback conversations
- Demonstrate assertive behaviours that support leadership presence and positive influence
- Integrate confident and assertive approaches into everyday communication

Course Outline

1. Foundations of Confidence and Assertiveness

- Why confidence matters in modern organisations
- Identifying personal barriers and mindset shifts

2. Building Personal Confidence

- Techniques to strengthen self-belief
- Managing inner dialogue and overcoming self-doubt

3. Assertive Communication Techniques

- Expressing opinions and needs clearly
- Maintaining boundaries while respecting others

4. Managing Challenging Interactions

- Using assertiveness in conflict situations
- Responding constructively to feedback and criticism

5. Confidence in Professional Settings

- Enhancing presence and influence
- Applying assertiveness in stakeholder discussions and decision-making

6. Embedding Assertive Habits

- Practical behavioural tools for daily use
- Sustaining personal development over time

Training Methodology

A highly interactive and supportive learning environment including:

- Small group work
- Practical skills practice with feedback
- Real workplace scenarios
- Opportunities for reflection and personal action planning

Delegates will leave with practical tools and renewed confidence to express themselves effectively.

Contact

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