

Commanding Confidence for Business Masterclass

Tuesday 4th June, UKLA House, Chesham. HP5 1SD

Many people need to improve their resilience, develop their confidence and be more self-assured in order to have greater personal impact and achieve great things for their organisation. This course allows individuals to learn techniques to build confidence, develop resilience and achieve greater personal impact.

The course will cover the following objectives:

- Why assertiveness is so important.
- How we can identify what it looks like and how it affects others.
- Looking at the language assertive people use and how to adopt it.
- Identifying the key situations where people lack confidence and offering skills and techniques to help develop further.
- Understanding the five components of emotional intelligence.
- Understanding body language and how it plays a part in the overall presentation of assertive behavior.
- How to adapt what we say and how we say to specific personality types.

The course is ideally suited to those individuals working in a sales, marketing, account or customer-facing role who need to demonstrate high levels of personal empathy, resilience and impact in their role. The course would also benefit those working in a back-office or support role looking to develop their career or Senior Managers looking to refresh their skills in this key area.

For UKLA members the course charge will be £295 (+vat) per person. Non-members are welcome to attend at a cost of £395 (+vat) per person. All delegates will receive a certificate of attendance.

The venue is UKLA House, Chess Business Park, Moor Road, Chesham, Bucks. HP5 1SD.

To book your places please email: secretariat@ukla.org.uk by Friday 26th April 2019.

Your course leader will be: Simon Hares



Simon Hares is a freelance training and management development consultant with over 20 years' experience of working with clients to develop individual and team performance. His clients include Future Publishing, NHS Future, EMAP, Fitness First, Mediaclash and BIMN.

UKLA Management Masterclass Series 3