

# Confident Assertiveness: Professional Boundaries, Credible Influence

## Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Emotional intelligence (EQ)



Collaboration & teamwork

## Build self-assurance and handle workplace interactions professionally

Professional effectiveness depends on managing requests and interactions with clarity and poise. This course provides practical tools to move away from passive or reactive communication and toward a consistent style that builds professional trust. Participants discover how to negotiate workloads, handle differing expectations, and communicate with composure.

They explore how to adapt their approach to suit the situation, ensuring their voice is heard while maintaining workplace rapport. The result is a more balanced workday and a stronger professional reputation

## Benefits



Participants will reduce workplace anxiety, manage competing requests more effectively and ensure their professional contributions are recognised.



Stakeholders will rely on clear agreed-upon expectations and work within a collaborative team environment



Your organisation will foster a culture of professional consistency, reduce pressure-related burnout and support more steady team performance.

# Modules

EQ essentials

1

- Explaining how emotional management prevents burnout and boosts reliability
- Assessing current EQ habits to set clear goals for professional growth

**Competency:** Set specific development targets by identifying how current emotional habits impact personal wellbeing and work consistency

Developing emotional insight

2

- Recognising how emotions impact physical energy and daily choices
- Understanding the meaning behind emotional shifts during the workday

**Competency:** Adjust personal work intensity and focus by reading internal physical signals to prevent emotional exhaustion

Breaking reactive habits

3

- Identifying specific workplace triggers that drain focus and stamina
- Mapping typical responses to stress to unlock more effective habits

**Competency:** Prevent unproductive stress cycles by replacing instinctive reactions with deliberate professional responses

Staying composed under pressure

4

- Understanding how high-pressure moments impact thinking and actions
- Applying practical reset techniques to lower emotional intensity in the moment

**Competency:** Maintain professional focus and composure during challenging or confrontational workplace interactions using real-time reset techniques

# Outcomes

- ★ Communicate needs and boundaries clearly using a range of verbal and non-verbal techniques
- ★ Negotiate competing workload requests and deadlines while maintaining positive working relationships
- ★ Deliver constructive feedback and respond to criticism with professional composure and persistence