



## BITE-SIZE LEARNING

# CONFIDENCE AT WORK

**Bite-size training sessions:** manageable portions of expertise, designed to fit in a lunch hour.

*We look forward to joining you for this bite-size learning*

**Cerulean**  
carefully tailored training

## Confidence At Work

Ever found yourself saying yes to unreasonable requests? Struggle to express disagreement or discontent? Do you give in to unreasonable demands, simply to keep the peace? Then this bite-size learning is for you!

If you are assertive, you can express yourself, your views, thoughts and feelings in an open and non-confrontational way. It means saying what's going on for you without taking away the rights or dignity of another person.

We will explore what assertiveness looks like, showing how it differs from aggressive and passive behaviour and in particular give you practical pointers on specific verbal and non-verbal assertiveness techniques. We'll build your confidence in dealing with others, especially those whose behaviour you consider to be challenging, overpowering and unhelpful. Using some very simple tools and models, we will show you how to be assertive in the right way, be able to say no 'nicely' where necessary and be more in control of your working life.

## What is bite-size learning?

If times are hard, the training budget is one of the first things to feel the squeeze. Yet research shows that those organisations who choose to continue with their learning and development plans out-perform those who do not. Bite-size learning is a great way to keep on top of training efficiently and cost-effectively.

Designed by Dr Lesley Aitcheson and Cerulean's team of learning and development specialists, our bite-size learning has a proven record with many organisations including top universities, charities, trusts, corporations, and councils.