

## Who is this course aimed at?

This course is aimed at those who are looking to develop their confidence and learn a range of strategies for dealing with stressful or confrontational situations.

## What will I need?

A good standard of English (level 1 or higher).

## Programme Aims

This course is designed to help you identify how our behaviour can be interpreted by others and to make positive decisions and choices.

## What will I do?

By the end of the course, you will be able to do the following:

- Use effective negotiation skills.
- Recognise your own rights and responsibilities.
- Explain the benefits of being assertive.
- Describe ways of changing attitudes and behaviours.

## How will I be taught?

Group lessons consisting of presentations, group discussions, role plays, pair work and individual activities. Some 1-2-1 support will also be available.

## How will I be assessed?

Ongoing observation by the tutor, group discussions, quizzes, question and answer activities and written work collated into a portfolio. There will also be some audio and video recordings or roleplays and discussions of these.

## What could I progress on to?

- Employment, self employment or voluntary work
- Further personal development courses
- Management and leadership courses

## What equipment should I bring?

General note-taking materials.

## Will I gain a qualification?

Yes. You will complete a National Open College Network portfolio for a Level 2 certificate related to confidence and assertiveness. In certain cases, a level 1 certificate may be offered.