



London TDM

Soft Skills and Personal Development Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Building confidence and assertiveness is fundamental to personal and professional growth. This course is designed to equip participants with the skills and knowledge necessary to enhance their self-esteem and communicate assertively in various situations. By the end of this five-day course, participants will have a comprehensive understanding of techniques to build confidence and assert their needs and opinions effectively.

Objectives

- Understand the psychological aspects of confidence and assertiveness.
- Identify personal barriers to confidence and develop strategies to overcome them.
- Learn techniques for effective verbal and non-verbal communication.
- Develop skills to handle difficult conversations and conflicts assertively.
- Build a personalized action plan for continuous improvement in confidence and assertiveness.

Course Outlines

Day 1: Understanding Confidence and Assertiveness

- Definition and importance of confidence and assertiveness
- Introduction to the psychology behind confidence
- Identifying personal barriers to confidence
- Self-assessment exercises
- Setting personal goals for the course

Day 2: Overcoming Personal Barriers

- Understanding self-esteem and self-worth
- Techniques to combat negative self-talk
- Building resilience and emotional intelligence
- Developing a positive mindset
- Interactive activities for self-empowerment

Day 3: Mastering Communication Skills

- Elements of assertive communication
- Verbal and non-verbal communication techniques
- Practice active listening and empathy
- Dealing with criticism and feedback
- Role-playing exercises to build assertiveness

Day 4: Handling Difficult Conversations and Conflict

- Understanding the nature of conflict
- Strategies for addressing and resolving conflict
- Negotiation techniques for assertive outcomes
- Dealing with aggressive or passive behavior
- Case studies and group discussions

Day 5: Developing a Personal Action Plan

- Review and reflection on course learnings
- Identifying areas for ongoing development
- Creating a personalized confidence-building plan
- Setting short-term and long-term objectives
- Commitment to continuous improvement and growth