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| **Confidence building, Resilience and Assertiveness for AWD Providers** |
| Being confident, assertive and mindful go hand in hand are the essential building blocks for developing self-awareness and building resilience. Assertiveness can be defined as communication in which one expresses oneself in a direct and honest manner in interpersonal situations, while simultaneously respecting the rights and dignity of others. This one-day training course will equip you with the essential skills to be more mindful, to boost confidence and be more assertive which in turn will impact positively on personal and working relationships and personal effectiveness. By the end of the day delegates will:* Understand the link between assertiveness, confidence and mindfulness
* Understand the benefits of being more confident, mindful and confident
* Know the difference between passive, aggressive and assertive communication styles
* Be able to assert your rights – saying no!
* Be able to use the broken record technique to stay on track
* Have practiced mindfulness techniques
* Have created an action plan for implementing back in the workplace

**Two spaces** per registered service. The session will start promptly at **09:00** please arrive early to allow time for registration. Entry will not be permitted once the session has started. |
| DateTuesday 25th March 2025 | Time 09:00 – 16:00 | Venue Jobserve Community Stadium United Way, Colchester, Essex, CO4 5UP |

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| Delegate name/s: |
| Name of company, Service and geographical area covered: |
| Work Email: |
| Phone: |

This course is only open to registered adult social care services that are based within the geographical boundaries of Essex County Council.

Please complete the booking table, return to quality.innovation@essex.gov.uk  and await booking confirmation.

Essex County Council (ECC) is the controller of the personal information you provide to us.

The personal information collected on this form will be used by ECC for the administration of the training/event you have requested. This information will only be shared with the relevant training or event organiser for the purposes of contacting you about the training/event. If we suspect fraud or crime is being committed, we may also share your information with the police and other fraud investigations, where the law requires us to do so. For more detail on how your personal information is used and your rights, please visit [www.essex.gov.uk/privacy](http://www.essex.gov.uk/privacy)