



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 28 June 2026 To 02 July 2026

**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