L'AKADÉMIE DU DIGITAL · TRAINING PROGRAMME Qualiopi certification being prepared

# Change 2: Self-Confidence, and the Confidence You Inspire

**FOR-CMR-M9-A · Relational Communication**

Strengthen your self-confidence and build the confidence you inspire in others, to move from intention to action

**DURATION**
14 hours — 2 modules of 7h (theory and workshop)

**PRICE**
On quote

**AUDIENCE**
Companies & individuals

**ACCESS**
Access within 2 working days after validation of needs and prerequisites.

Training delivered in co-facilitation, priced by quotation. Rate based on €70 excl. VAT per hour (14-hour module); indicative and negotiable depending on volume, format and context.

## Learning objectives

- Understand the levers of self-confidence: skills, experience, stance, support
- Identify the factors that create confidence in others (consistency, reliability, kindness)
- Assert your positions and set your limits assertively
- Handle failure, doubt and criticism constructively
- Move into action with a commitment and follow-up plan

## Target audience

- Employees, managers and teams who want to improve their working relationships
- Individuals, freelancers and project owners
- Students and learners from schools and training centres

## Prerequisites

- No technical prerequisites or particular qualifications.
- Be willing to take part in simulations and group discussions in a supportive setting.

## Programme

### THEORY Theory Module — Change 2: Self-Confidence, and the Confidence You Inspire

The module presents the sources of self-confidence, assertiveness (assert, refuse, ask), the factors of confidence perceived by others (consistency, reliability, kindness, competence), the relationship to failure and criticism, and the small-steps method for moving into action.

**Objective :** understand what underpins self-confidence and the confidence you inspire, and prepare your move into action.

- Sources of self-confidence.
- Assertiveness: assert, refuse, ask.
- Failure, criticism and the small-steps method.

**Assessment :** Quiz and analysis of a self-assertion situation.

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| Welcome & framing | 15 min | Present the programme, objectives and schedule; gather expectations.<br>Oral presentation, round-table introductions. | |
| The sources of confidence | 2h05 | Skills, experience, stance, support: what builds self-confidence.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| Asserting yourself | 2h05 | Assert, refuse, ask: three gestures of assertiveness.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| The confidence you inspire | 2h05 | Consistency, reliability, kindness; failure, criticism and the small-steps method.<br>Interactive talk, concrete examples, group discussion. | Oral questions; mini-quiz. |
| Summary & assessment | 30 min | Go over the key points and assess what has been learned in the module.<br>Group recap, participant feedback. | End-of-module quiz (pass mark ? 60%). |

### WORKSHOP Practical Workshop — Change 2: Self-Confidence, and the Confidence You Inspire

Participants practise asserting, refusing and asking in acted scenes, work on their confidence messages (what they want to inspire and how), prepare a real self-assertion situation, then formalise a small-steps commitment plan with a follow-up point.

**Objective :** assert yourself in context and equip yourself with a concrete commitment plan.

- Scenes of assertion, refusal and request.
- Preparing a real situation.
- Small-steps commitment plan and follow-up.

**Assessment :** Assessed simulation and written commitment plan.

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| Workshop kick-off | 15 min | Present the instructions, the confidentiality framework and the split into pairs or subgroups.<br>Oral presentation, forming the groups. | |
| Assert, refuse, ask | 2h05 | Scenes acted out in threes (actor, partner, observer) and feedback.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| My real situation | 2h05 | Prepare a self-assertion situation from your own context.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| My commitment plan | 2h00 | Small steps, deadlines, support, follow-up point at three months.<br>Pair and subgroup simulations, role plays, group debriefing. | Observation by the trainer; guided self-assessment. |
| Debrief & review | 25 min | Present your work, draw lessons and write a personal action plan.<br>Oral presentation, group feedback, written action plan. | Written action plan and discussion with the trainer. |
| Satisfaction survey | 10 min | Collect immediate satisfaction feedback.<br>Satisfaction questionnaire. | Satisfaction survey. |

## Teaching methods and resources

In-person training at our premises or yours, in small groups. A mix of theory, hands-on workshops and practical scenarios.

**Required equipment :**

No particular IT equipment; room suitable for subgroup work

## Assessment methods

Learning outcomes are assessed during and at the end of the training; an attendance certificate is given to every learner.

## Accessibility

Training accessible to people with disabilities. Contact us before registering so we can study the adjustments needed.

## Funding

Quote or training agreement on request. Qualiopi certification is being prepared: eligibility for OPCO funding will open once it is obtained.

Certification audit planned for T1 2027. No OPCO eligibility before it is obtained.

## Trainer(s)

Claire Marguerie — Trainer — cognitive psychology, communication and NLP