



# Making an Impact

## COURSE INFORMATION

- ✓ 100% online
- ✓ Delivered in English
- ✓ Suitable for ages 13-20
- ✓ EtonX certificate

Assertiveness and confidence are crucial skills in order to stand out from the crowd.

Our Making an Impact course will help you to learn how to become more assertive, confidently communicate your ideas and opinions, and improve your influencing skills. You will understand how to moderate your body language, ask the right questions and achieve your goals. Your learning will be supported by interactive activities, video explainers and mini tests.

# WHAT WILL I LEARN IN THE ETONX MAKING AN IMPACT COURSE?

## ORIENTATION

### INTRODUCTORY CLASS

- Meeting the Course Director
- Completing a situational judgement test
- Identifying tips and techniques for studying online

## SECTION 1

### BEING ASSERTIVE

- Assessing your assertiveness
- Passive, aggressive and assertive behaviours
- Learning the Four Steps to Assertiveness

## SECTION 2

### ACTIVE LISTENING

- Effect of body language and tone of voice
- Understanding and practising active listening

## SECTION 3

### MANAGING REQUESTS

- Do's and Don'ts of making requests
- Saying 'no'
- Reassessing your assertiveness

## SECTION 4

### INFLUENCE AND EMPATHY

- Your Influencing Style
- Influencing Role Models
- Empathy Mapping

## SECTION 5

### INFLUENCE AND TRUST

- 'Push' and 'Pull' influencing techniques
- The Trust Equation
- Practising establishing trust and influencing others

## SECTION 6

### INFLUENCE AND PERSUASION

- Six Principles of Persuasion
- Creating a persuasive Marketing Plan
- Reviewing your Influencing Style

## SUMMING UP

- Reflecting on your performance, including the completion of a final situational judgement test
- Completing your Personal Development Plan by learning how to set SMART Objectives.