

Building Self Confidence



Peter has low self confidence and low self-esteem

He feels most insecure around women he finds attractive.

Peter has never met a single guy ever who has a lower self-esteem

Peter has no friends. He always questions whether he is smart enough for college, he asks himself question whether he is a likeable person that people would want to be friends with

Peter is extremely quiet at work, at school, because of his social anxiety he is afraid to initiate conversations. He is very insecure with himself, his looks, his intelligence, everything

His self-esteem is so low that he would rather stay in my room everyday than venture out into the world; He just doesn't want people to see him

He is extremely jealous of other people

What was Peter's main problem?

What was he lacking?

Let us find out the solution in next slide . . .

Yes! Peter was lacking **Self-Confidence** in him

Below are the symptoms for lack of confidence

Blaming others

Immediate excuses

Defensiveness

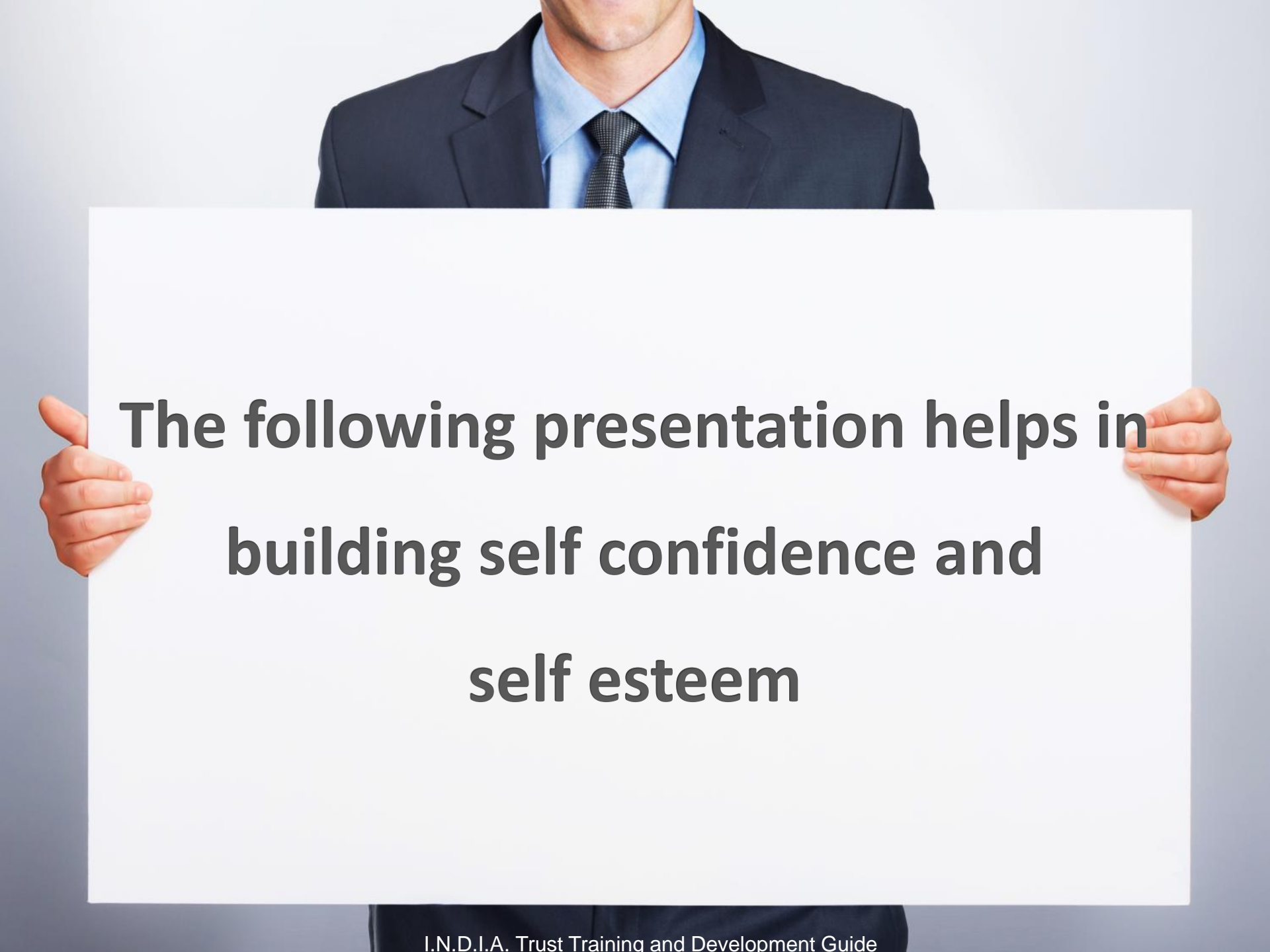
Needing acceptance

Unable to enjoy success

Fear of change

Fear of Future

Negativity



**The following presentation helps in
building self confidence and
self esteem**

Contents

Assessing your confidence

Gathering the elements

Building your self confidence

Communicating with your confidence

Acting with confidence in your daily life

Engaging others

Case studies – Developing confidence

Defining “Confidence”

Keeping certain information secret or restricted to a few people— This is concerned about the idea of keeping a confidence

When you refer to any dictionary, there are at least 3 definitions for “confidence”

Self-assuredness – Your confidence in performing to a certain standard

Belief in ability of other people – How you expect others to behave in a trustworthy manner



What it is in practice?



Have you ever started something – an interactive session or presentation at work – even though you didn't feel like doing it at that moment, only to find that once you got going, you started to feel okay about it and even glad you tackled it.



This kind of shift in how you experience a situation gives you a taste of what confidence is in practice. It is your ability to reach beyond how you are feeling in the moment in order to take action that leads to the outcome you want

What is it in practice?

"I experience the situation as a series of hoops that I just need to get through like a tunnel"

Martin

Martin is a management consultant who has travelled across world on various international projects for large companies. Now he owns a partnership firm, he handles complex projects and presents a calm, rational, and focused image in business meetings

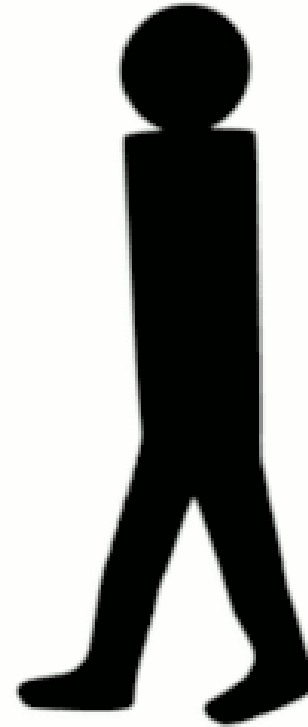


Exuding
confidence

When there is high deadline pressure, Martin is the one who patiently exudes confidence that delivery can and will happen on time

What it is in practice?

I can feel anxious inside about what needs to be done as the next person, but I experience it as a sequence to go through patiently one by one, and it gets easier as I see the light beckoning at the end”.



Martin

Approaching challenges – Martin's style



It is possible to tackle and achieve difficult things



Inspire people around you and stop them panicking



Large projects are broken down into smaller parts

How it feels?



Don't worry whether you will succeed or not when doing a challenging activity. Confident people are okay with the feeling of not knowing all the answers.



Hah, what a relief!. Confidence is a feeling that everything will be okay.

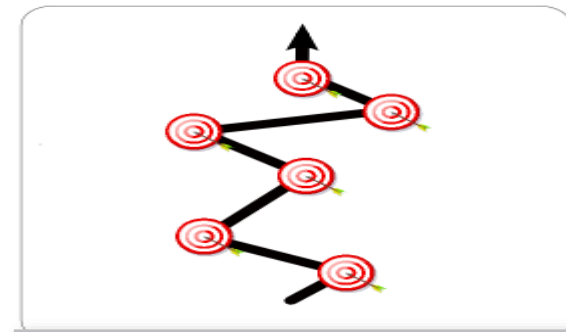
Recognizing confidence in yourself



Feeling balanced



You are breathing easily



Moving towards a goal



Being proactive and not defensive



You can laugh at yourself



You know that the end result will be good, even if it takes long time

Looking at indicators of confidence

If you have confidence, you will have a good selection of these qualities

Direction and values

Flexibility in
behavior

Motivation

Eagerness to
develop

Emotional stability

Health and energy

Self awareness

Sense of purpose

Finding your place on the scale

Statements	Evaluating your confidence				
	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I have clear sense of what is important to me					
I know what I want in life					
I never beat myself up about my failures					
A lot of my work involves things I enjoy doing					
I sometimes become totally engrossed in an activity					

Finding your place on the scale

Statements	Evaluating your confidence				
	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I respect myself and people around me					
I know about my strengths and weaknesses					
I consult others before taking decisions					
I enjoy taking on new challenges					
I relish the chance to learn and to grow					

Finding your place on the scale

Statements	Evaluating your confidence				
	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I am known for being optimistic					
I am able to handle any stress in my life					
I think deeply about the connectedness of different parts of my life					
I know what I am here to do. I have a chosen mission or purpose					

Scores

Overall rating 

Congratulations

80-100

Well done

60-80

40-60

You are in the
right place

20-40

Full marks for
honesty and
courage

Now, give yourself

5 points for every tick in strongly agree column

4 points for every tick in agree column

3 points for every tick in neutral column

2 points for every tick in disagree

1 point for every tick in strongly disagree column

Recognizing your strengths



Confident people have high self-esteem and hold positive self-regard

Building confidence begins with going with your strengths

For confidence to thrive and grow, concentrate on what you are good at and not turning yourself into something that you're not good at

Recognizing your strengths



If you are good at music, don't beat yourself up because you're not going to play rugby



Pat yourself on the back, practice accepting compliments for everything you do well, and enjoy the positive reinforcement from others

Celebrating your own talents first

Every individuals have different skills and interest. We have to analyze in what areas we are good at and try to build on them. It's time to recognize your qualities and build up your talent store

Statements	Strengths worksheet	
	At work	At home
Things I am good at		
When I was at my best		
Actions I can put in place to encourage this talent		



Gathering feedbacks



Getting feedbacks from others is a short cut to building your confidence. Choose people who are from different groups in which you mix regularly like – family members, friends, work colleagues etc. and ask them the below questions

What am I Good at?

When have you seen me operate at my best?

What should I do more of?

What should I do less of?

What can you rely on me for?

Where do you think I can stretch myself?



Benefitting from your life experiences



Sam has started teaching yoga and he has discontinued his computer sales business

He has that almost tangible inner strengths of so many yogis and martial artists

One day he said that nothing fades him after fleeing from atrocities in Uganda at the age of 15

He left his family and was sent to Canada to meet up with one family contact who helped him to find a room to live in

Check the following slide for tough times index

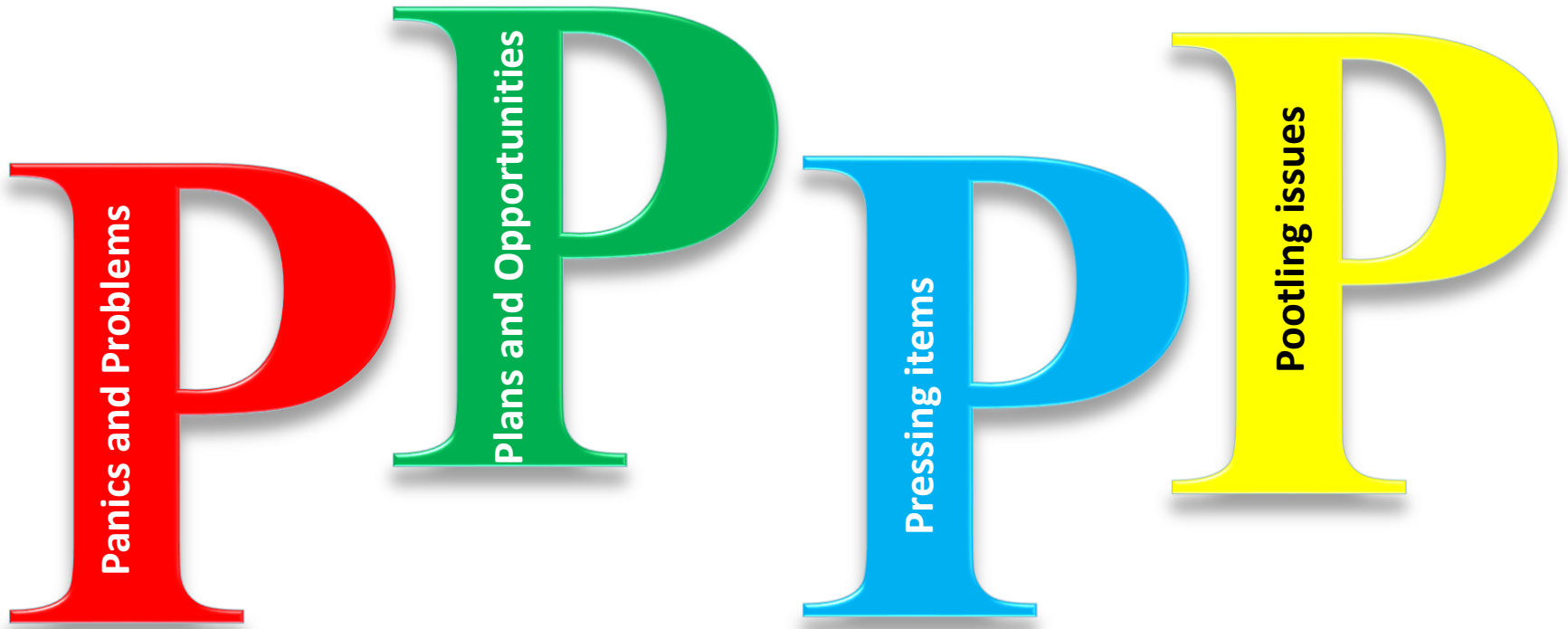
Sam's tough times index

Tough Times	Overcoming obstacles	Benefits	How to put benefits to use
Expulsion from home country	Separations from family	Self confidence	Take risks with new ventures
	Financial hardship	Independence	Follow personal dreams
		Resilience	

Your tough times index

Tough Times	Overcoming obstacles	Benefits	How to put benefits to use
Example 1			
Example 2			
Example e			

Using the four Ps to take stock



▶ Includes the important deadline driven jobs

▶ Long term activities where you will spend time on

▶ Activities which others are making you to do

▶ Chatting with friends and other timewasters

Discovering what drains your batteries



Confident people have positive energy. They know what they are exactly doing

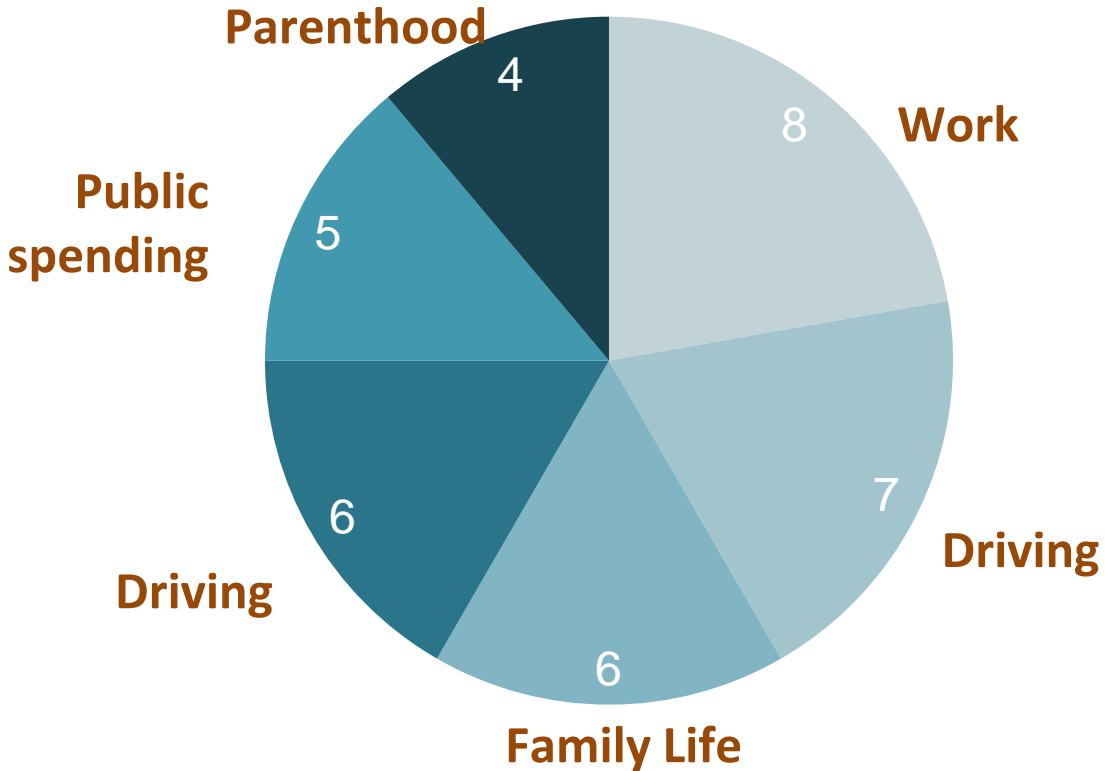


- Less confident people drain the energy of people around them
- If you spend time with them you will feel exhausted and tired
- There are some unpleasant situations where the times and places that are not just for you

Determining your areas of focus

“Confidence wheel” is a useful tool which can be used at home and at areas where you want to address. These are widely used by business and life coaches around the world.

Scores: Area of focus: scale of 1–10



Confidence wheel

Follow these steps to make your own confidence wheel as in previous slide

Draw a line in each segment to represent the score you gave yourself in Step 2

Identify the areas in your life in which your confidence plays an important part

Take a white sheet and draw a large circle with the same number of segments as you have items on your list. Label each segment to represent each area.

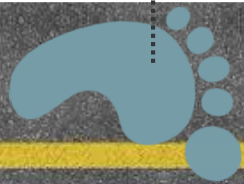


**Confidence
Wheel**

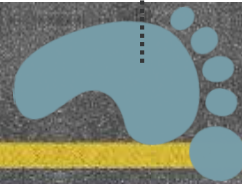
Give yourself a score of 10 in each area, where 10 represents the level of confidence you would like to feel

Mapping your own journey

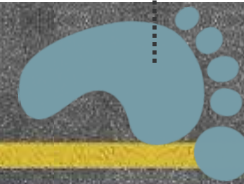
Specific: Identify what you want to achieve as specifically as possible



Attainable: Set the goals that are challenging but that are attainable.



Time: Having a deadline can be very motivating



Measurable:
Measure your progress towards your goal



Rewarding: Rewarding yourself for goals achieved by you

Following the guaranteed success formula



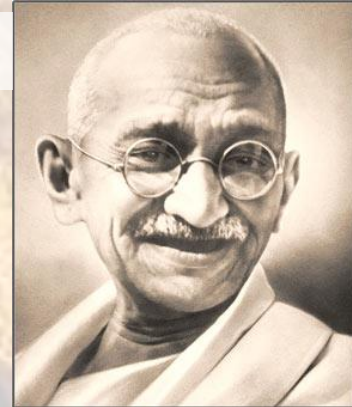
Choosing role models

Autobiographies can be a good source to identify how certain popular people were able to achieve their goals



J F Kennedy

Mahatma Gandhi



Adolf Hitler

The autobiography of some people in any field – Sports, business, politics or philosophy can be a good source of inspiration and motivation

Becoming your own coach



Identify the attributes of a coach. Coaches carefully analyze what is actually happening before making suggestion for improvement. Coaches use simple, direct language in improving our skills

To be a good coach, you should find out what is really happening. Finally think constructively about how best to move the performance forward.



Becoming the hero in your own life

1) Decide about your personal change and get into action

2) Decide what you really want

3) Plan your work and work your plan

4) Don't compare, create!

5) Learn your lessons before applying them

6) Take care of your companions on the journey

7) Listen to your inner coach

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Greeting the world with grace



When you are in a new social group – meeting new people at a party or function, you feel anxious. In such situation, accept your mild anxiety about it. Nothing is wrong if you admit the fact that you are nervous

**ANXIETY
REDUCTION**



If you are curious in knowing what is happening in the party, you come across to others as attentive and a great conversationalist



There will be more fun for you and for others as well. Pretty soon everyone will want you at their parties and in turn it will boost your confidence levels

Discovering your values



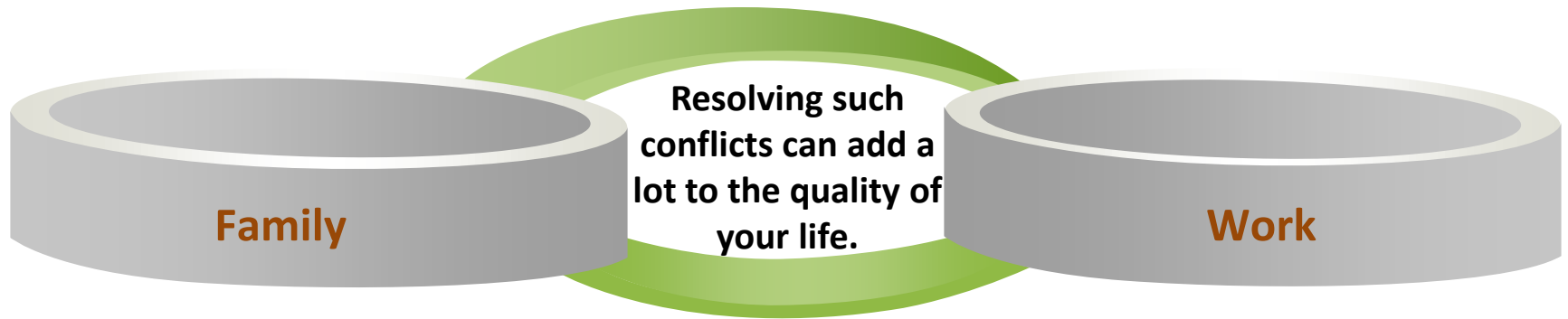
- ▶ If you want to be happy you need certain things like good health, a good job, a suitable partner. Above this certain values need to be fulfilled – such as honesty, integrity, respect and so on.
- ▶ In finding out the most important values, those things that you believe will lead you to the feelings you most want in your life – go for those things that really engage you emotionally and leave out the things that you feel you ought to care most about.

Resolving values conflict



There may be 2 or more of your means values that are pulling you in different directions. For example, in both family and job, there is a feeling of connections, achievement, success and so on that you want in your life.


Resolving values conflict



Trying to honor both may confuse you and will make you feel that you are not doing well with your values in both the areas.

If you feel like spending time with your family while at work and when in family, if you feel you should be working, then there will be frustration, dissatisfaction and guilt.

Living authentically



To help your growth and fine-tune your sense of who you are, it is important that you trust your developing self-awareness in the face of resistance from those who think they know you best, and even those who love you best

Be authentic, be true to yourself, and you really begin to make progress. This is the key to your power and confidence in the world

Developing your identity



Whilst it is important that you begin to be true to yourself, it is also important that you let this developing version of yourself become known in the world

▶ Comparison ▶ Tolerance ▶ Acceptance ▶ Pride and synthesis

Let us look each one in detail

Comparison



In this stage, you are self-aware, different from your family, friends and other people in your social network. There may be a fear of rejection and you may adopt strategies to minimize the risks. The best advise for you is to go easy on yourself. You cannot rush personal change and it is just as difficult to hold it back

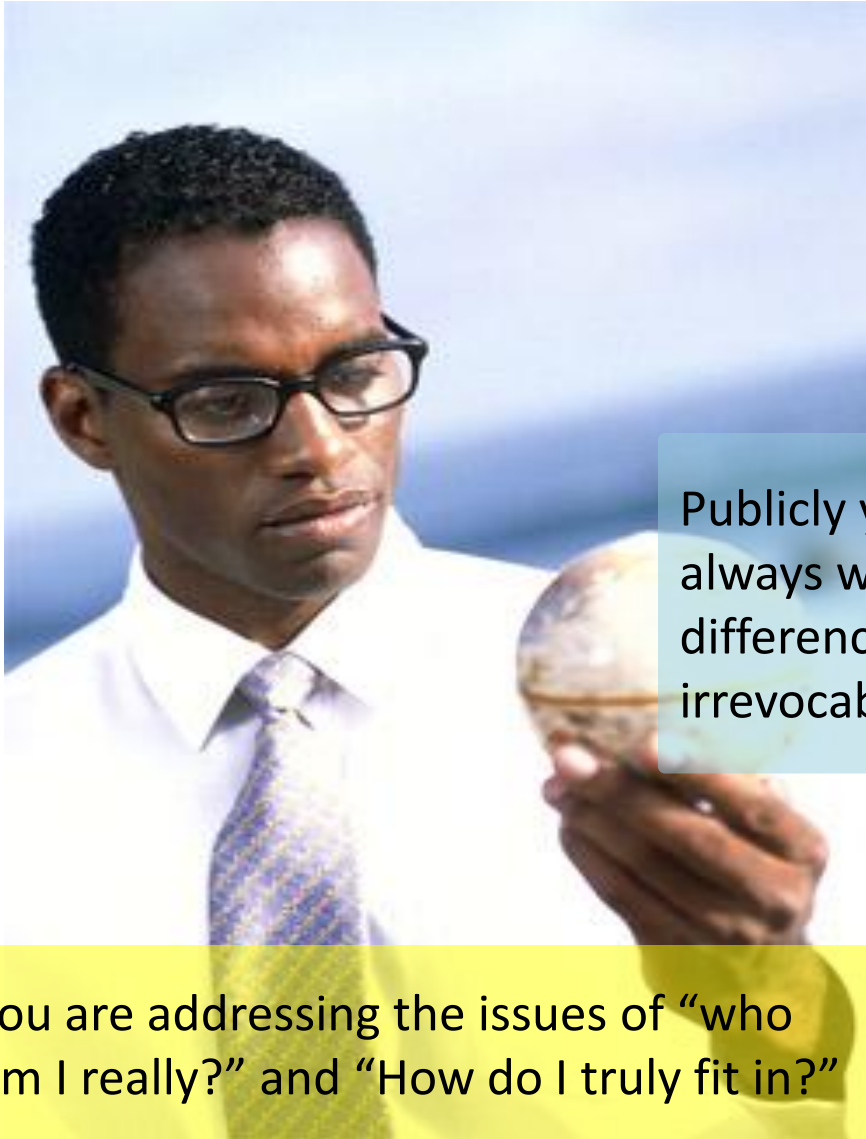
Tolerance



In this stage you may not be satisfied with your previous experience of life. You may have sought out a few like-minded souls, though the gulf between your growing sense of self and others all around you is growing even greater. This can be an especially trying stage if you have a strong need for peer approval and acceptance

“Hey! Look at me, I am stronger than you!”

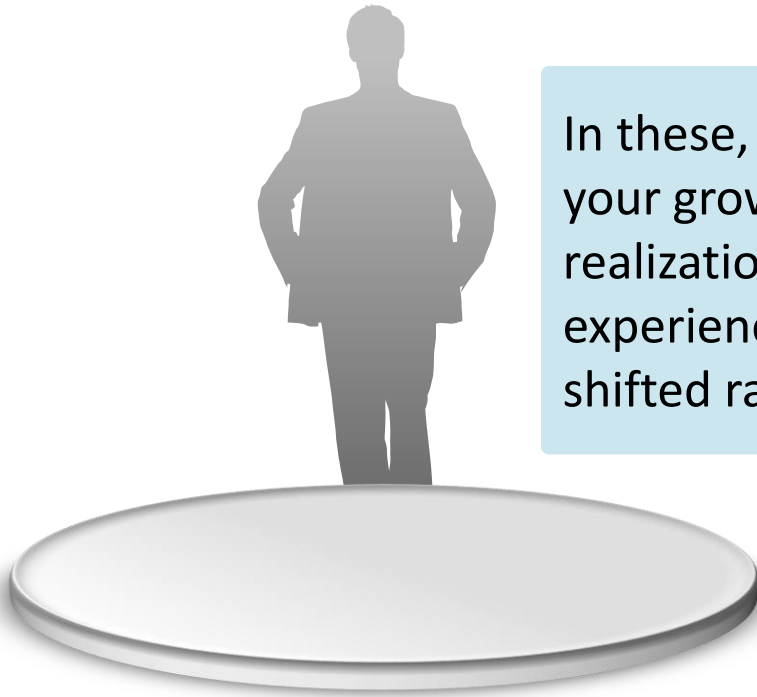
Acceptance



Publicly you may still be pretending to be as you always were, but inside, you have accepted the difference and are feeling the changes irrevocably.

You are addressing the issues of “who am I really?” and “How do I truly fit in?”

Pride and synthesis

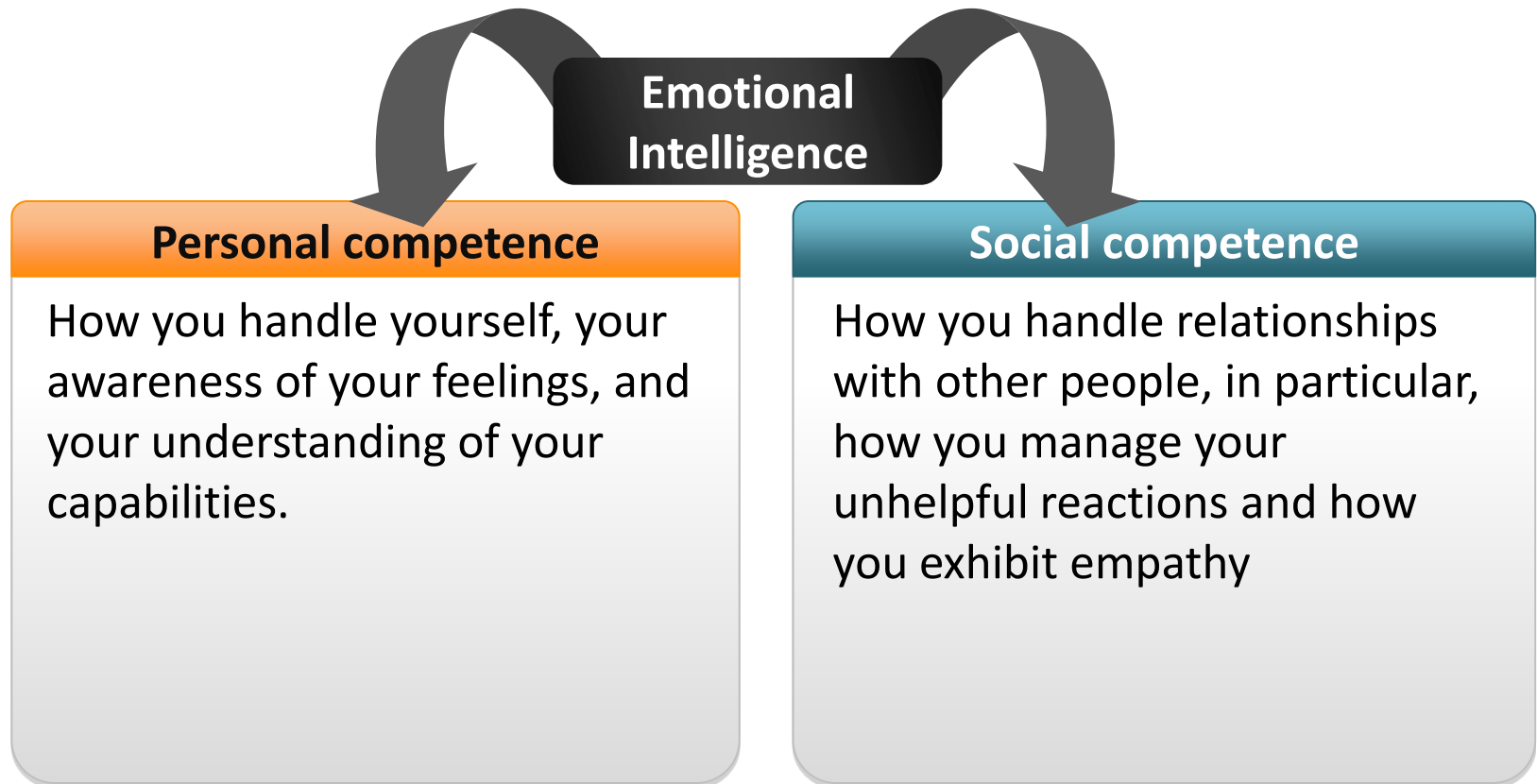


In these, closely allied stages, you move from your growing “them” and “me” mentality into a realization and acceptance that it is your experience of the world that has fundamentally shifted rather than the world itself

Your authentic self is stronger and more confident and you feel less threatened by what the world may throw at you

Accessing your emotional intelligence

Emotional intelligence relates to a range of competencies around 2 aspects



Pitting rational thought against emotions



Some memories upset us whenever we recollect them in our minds. Especially, if the memory is of something that was unjust or unfair we get annoyed

If a negative memory still conjures up strong emotions, you can try to distance yourself from the memory

Picture the event as something that happened a long time ago. See it is a faded black and white photograph with no color, no life, no emotions at all

Turning your anger into energy



You have to express your anger effectively in all situations. It will be helpful if you could know the difference between making a complaint and conducting a personal character assassination.



Saying to some one "You're thoughtless, self-centered, and lazy" is a personal attack that encourages the anger to build

Better instead go for the complaint approach, being very specific about what someone has done and how you feel as a result

Allowing yourself to forgive and move on



The art of developing mature relationships lies in the skills of managing yourself and empathizing with others

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Expecting the best



“Hey! “Be careful of what you dream about, as it might just happen”.

It is true of what we think about. If you want positive results, begin with positive thoughts. Expect that good things will come to you

Distilling the essence of positive outcomes



John's 3 moments are:

When he got dumped by his first girl friend

When his mobile was stolen

When his promotion got rejected

Distilling the essence of positive outcomes



John felt confident when he

Danced in the salsa competition

When he got married

When he got bonus few days back

Distilling the essence of positive outcomes



Notice the patterns present in your responses to Steps 1 and 2:

John's confidence is about being loved and accepted, competing and winning, and feeling financially secure

and feeling financially secure



Determine what you can do differently as a result of your realizations:

John recognized that not everyone is going to love him but he can work at his marriage and at being loveable. Also, he accepts that he is not going to win always, but knows he benefits simply by competing

Going with the flow



“Going with the flow” refers to that your skills and your challenges are balanced. You stay completely focused on what you do. Nothing distracts you and your self-consciousness goes off. It is a joyful state of creative absorption. By doing things in which you are good at you get more flow in your life.

Transforming your fears into confidence

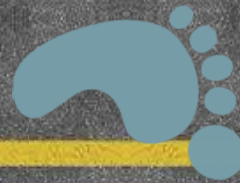
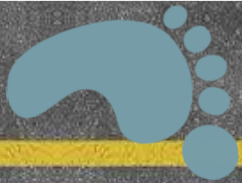


Fear of loss and rejection: Will I be left alone?

Fluency: Can I find the right words under pressure?

Privacy: What will happen if I tell people about me?

Being seen: Prefer hiding in a corner



Knowledge: Do I know enough about the subject?

Judgment: Rejecting criticism and others assessing me

Bad experience: Unhappy incidents from the past

Being generous to yourself first



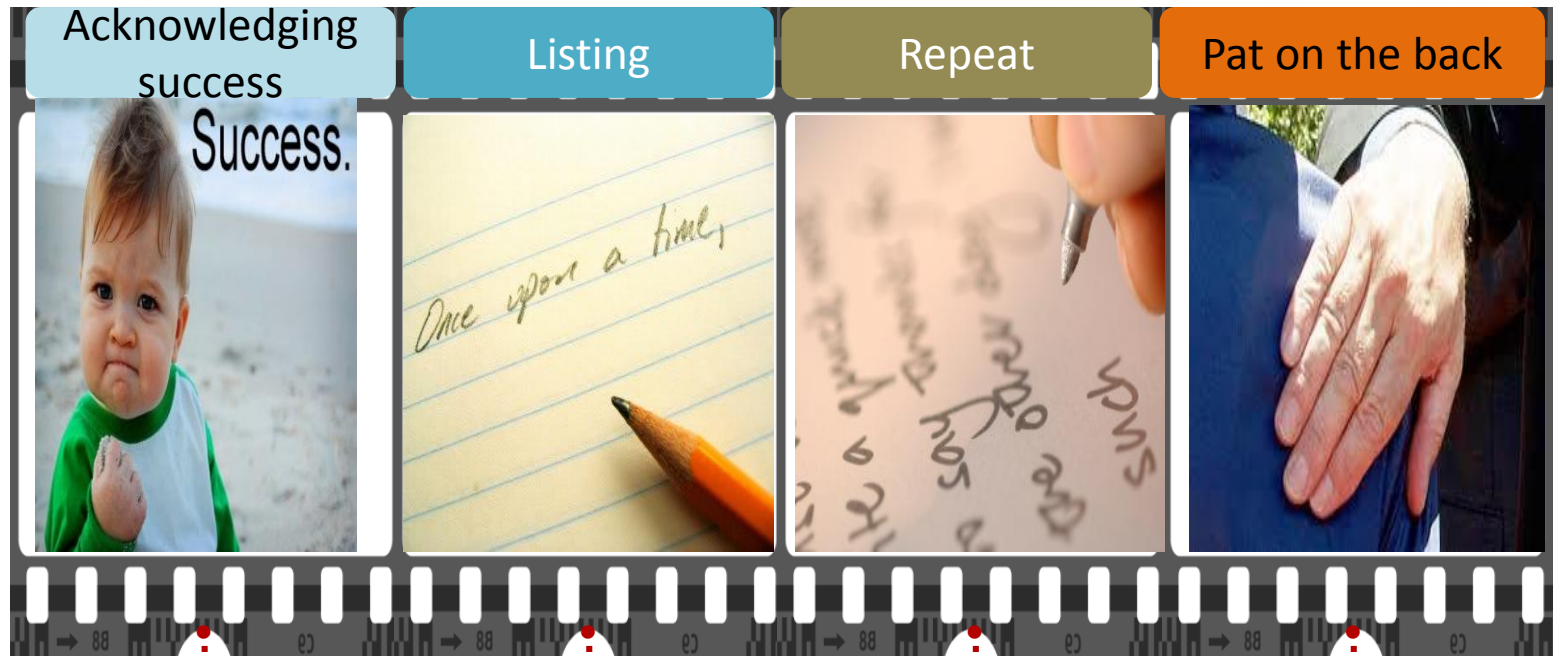
▶ What does this do for me?

▶ Is it in my agenda and values?

▶ Shall I ignore the demands, pressures, and perceptions from others?

▶ Can I support others and be generous to myself. Can I try to be alone each day for at least 10 minutes and recoup myself?

Acknowledging your success



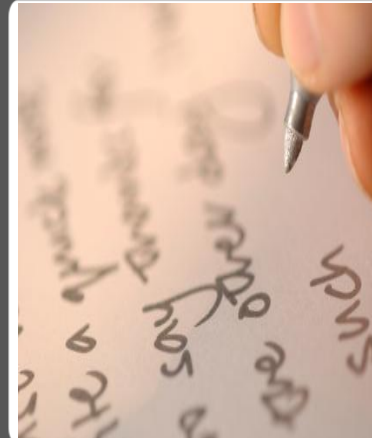
Acknowledging
success



Listing



Repeat



Pat on the back



Put on your
success
sunglasses
and take out
a large piece
of paper

Write down all
the success in
your life so far

Continue this
Step 2 until the
blank page is
filled

Now go through
it and give
yourself a pat
on the back.

At any point, when your confidence dives, just glance through the success list and remind yourself of your achievement to keep positive.

Breaking the gridlock

“I can’t do this course until I pass this exam”

“I can’t become professional until I have sponsorship.”



“I can’t buy my dream house until I’m rich”

Most of us have dream, goals, something we want to realize and still that is not happening. Some of the examples are

Step-by-step approach for breaking the gridlock

1

Imagine that you are rich in time, money and energy.

2

State your goal in a positive way and write it down.

3

Ask yourself question 1: “Can I do it today”?

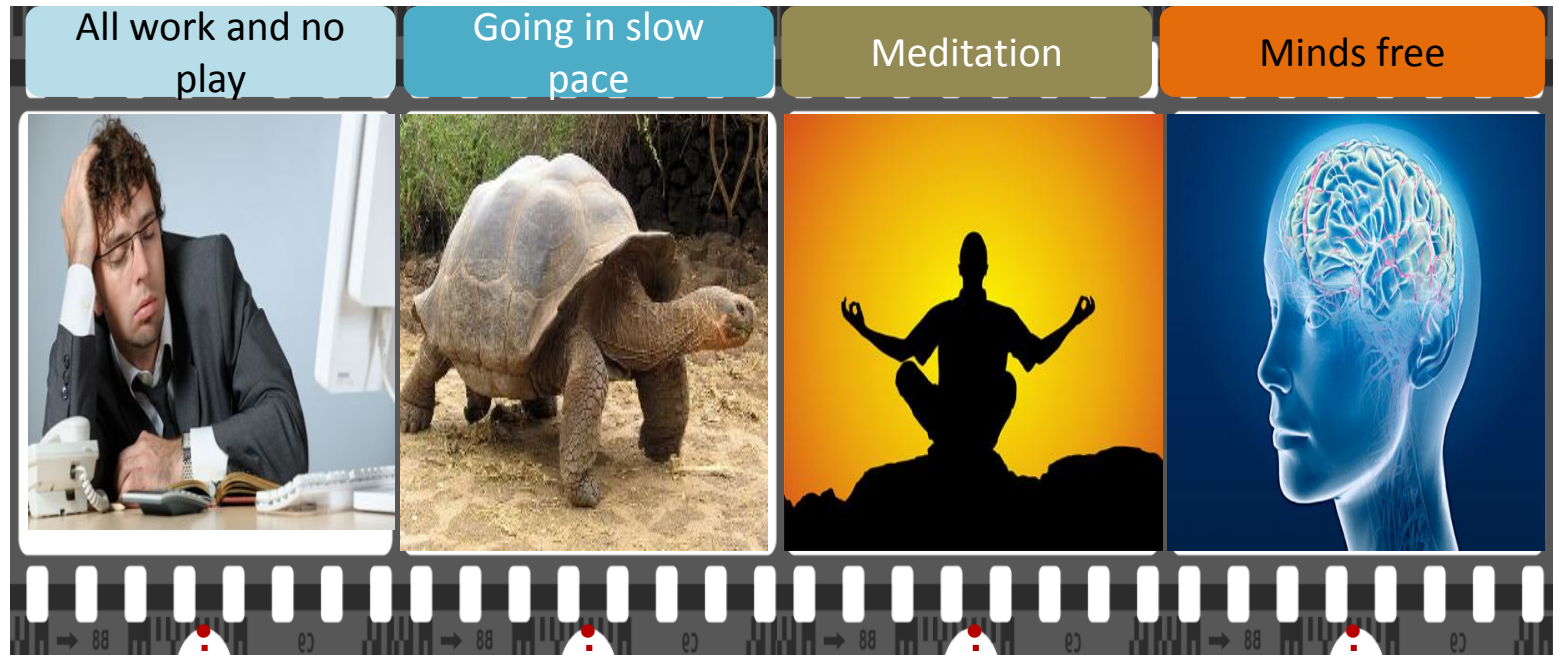
4

Ask yourself question 2: “What needs to happen first”?

5

Loop around the Questions in Step 3 and 4 for each task.

Taking time off



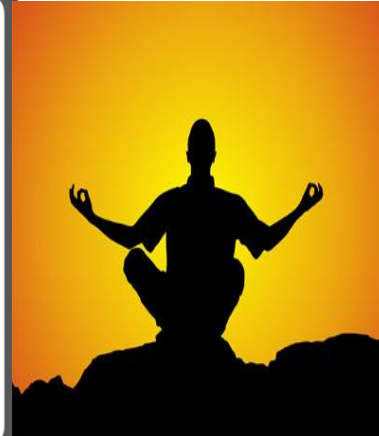
All work and no play



Going in slow pace



Meditation



Minds free



All work and no play make your life dull. Even your productivity will come to all time low

Your brain may work in high speed. But it will work still more better if you give a chance to relax at proper intervals

Meditation offers a calm sea to support you in negotiating the choppy moments. That's why millions of people practice meditation each day

Let your mind be free . . . Free of any thoughts or worries. Let them go

Adopting the 80/20 principle



**19th century
economist Vilfredo
Pareto found that 80
per cent of the results
come from 20 per
cent of your efforts**



▶ More briefly described in next slide . . .

Adopting the 80/20 principle

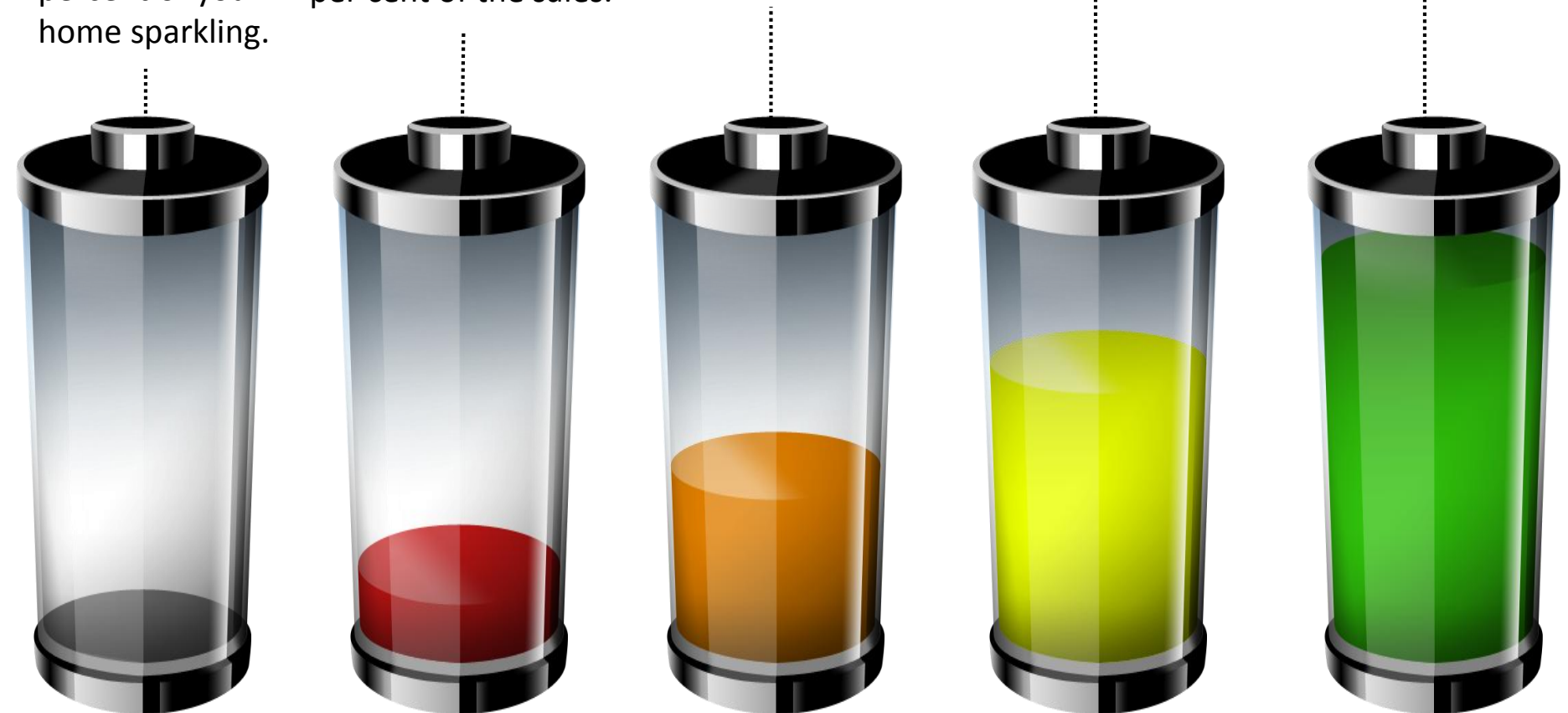
20 per cent of your cleaning effort gets 80 per cent of your home sparkling.

20 per cent of your customer bring in 80 per cent of the sales.

20 per cent of the people in your office create 80 per cent of the results.

80 per cent of your progress comes from 20 per cent of the activities on your to-do list.

20 per cent of your clothes are work 80 per cent of the time.



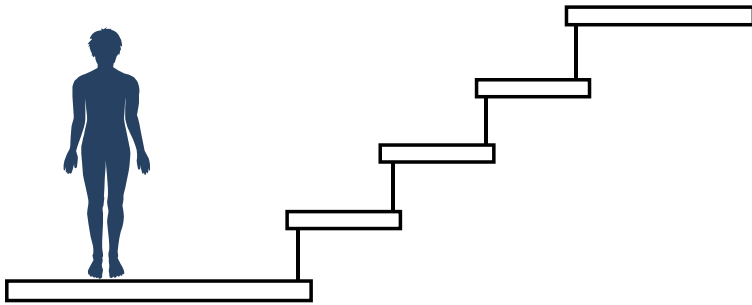
Generating realistic standards of behaviors



Both perfection and procrastination are time wasters and they take lots of energy from us. Most successful people want to keep things simple, as in the famous acronym, KISS – Keep It Simple and Stupid. The harder and more complex you make the things, the more likely to make a mess when it is too tough, and lose your confidence.



Stretching your boundaries



Remember, the thousand miles journey starts with a single step. If you are terrified of public speaking, the best way to start in public speaking is to take any small opportunity to speak up in a group, in a routine weekly meeting say, or informal social gathering.



One of the most revealing aspects of the Comfort Zone Theory is that any stretch expands your capacity in all areas simultaneously

Stretching your boundaries

Test Your
comfort
zone



Go to the next slide for more information

Stretching your boundaries

Now all these things are outside your comfort zone. You can see yourself doing the first two, at a stretch, but asking your colleague for a date has you feeling queasy, and you have no idea how to deal with your snake phobia. The best thing you can do in this situation is to start where you feel the most stuck. By getting help with your snake phobia, you increase your capacity to deal with the other, seemingly unrelated, situations as well.

You are attracted to a young lady in your office and she is also interested in you. You have to ask her for dating.

Your friend is getting married and you are asked to be the best man. You have to make a speech.

You have life-long fear of snakes.

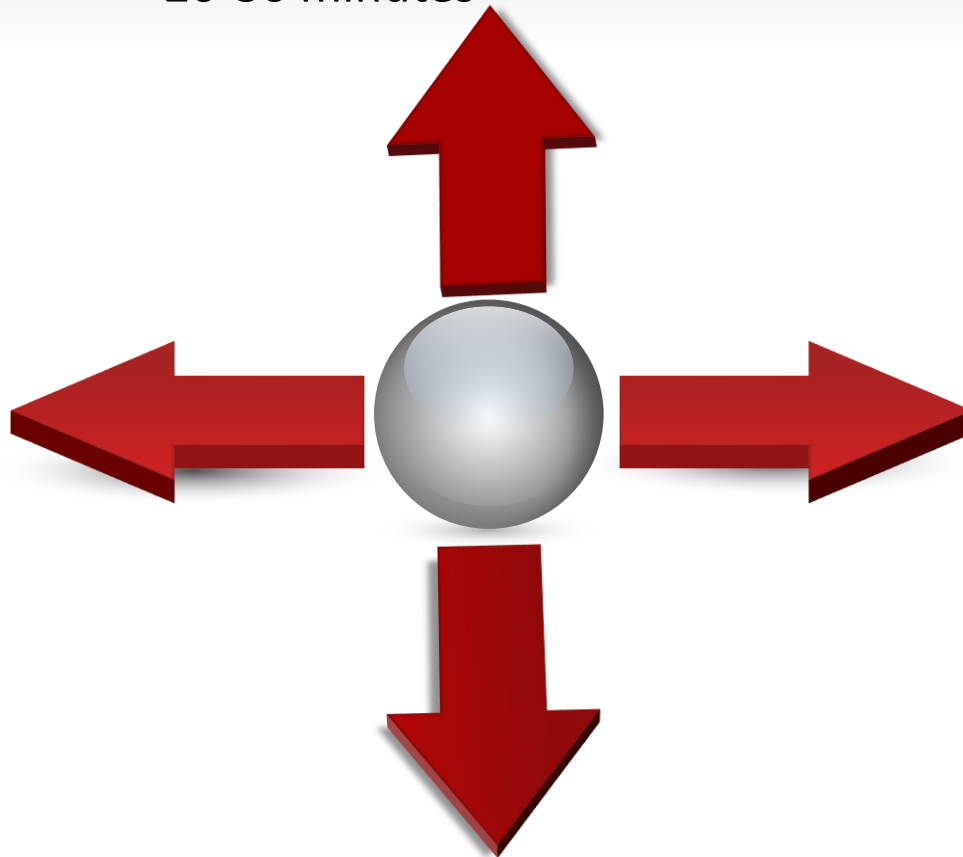
You put yourself forward for a promotion and now have the important interview to get through.

Creating a haven for yourself

Creating your haven may be easier to do than to describe, so follow these simple steps

Go to a quiet corner in your room, and be undisturbed for 20-30 minutes

Start taking your leave



Breathe into relaxation for 4-5 minutes

Do 20 minutes of visualization

Preparing for the future

① Is your goal something you want or something you don't want

② Is this your goal and is its achievement within your control?

③ How will you know when you are succeeding?

④ Do you know where this desire is coming from?

⑤ What resources you need to achieve your goal?

⑥ Will accomplishing this goal take away anything else that you value?

⑦ Does the goal identify the first step you need to take?

Now, let us look each one in detail

Preparing for the future

- 1 Is your goal something you want or something you don't want
- 2 Is this your goal and is its achievement within your control?
- 3 How will you know when you are succeeding?
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- 6 Will accomplishing this goal take away anything else that you value?
- 7 Does the goal identify the first step you need to take?

Are you heading towards an outcome that you positively want rather than running away from something you don't want? Knowing what you want is the most powerful first step to achieving anything.

Preparing for the future

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The next thing you need to determine is whether the goal is really yours or whether someone is imposing it on you. Your mother may have impressed on you the need for a good education, but her regard for learning is unlikely to get you through college unless at some point it becomes something you want for yourself

Preparing for the future

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In a crazy dream you may get into a game with no way of knowing whether you are winning, which is exactly what people do in real life. If your goal is to be better at your job or to become a more sympathetic spouse, how will you know you are achieving it.

Preparing for the future

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All of your wants and desires come from somewhere inside you and you benefit from knowing where because this may modify how you feel about them.

Preparing for the future

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⑦ Does the goal identify the first step you need to take?

When you have your goal clearly stated, with your key performance indicators clearly identified, it becomes easier to identify the resources you need to achieve it. For some goals, you already have the resources.

Preparing for the future

- 1 Is your goal something you want or something you don't want
- 2 Is this your goal and is its achievement within your control?
- 3 How will you know when you are succeeding?
- 4 Do you know where this desire is coming from?
- 5 What resources you need to achieve your goal?
- 6 Will accomplishing this goal take away anything else that you value?
- 7 Does the goal identify the first step you need to take?

When you have a big house, you will certainly leave today's poverty behind. But what about the positive parts. The friends, the sharing, the helping each other through difficulties. If these are also giving you things that are important to you, you need to find a way to keep them in the picture.

Preparing for the future

① **Is your goal something you want or something you don't want**

② **Is this your goal and is its achievement within your control?**

③ **How will you know when you are succeeding?**

④ **Do you know where this desire is coming from?**

⑤ **What resources you need to achieve your goal?**

⑥ **Will accomplishing this goal take away anything else that you value?**

⑦ **Does the goal identify the first step you need to take?**

Well begun is half done. Knowing what needs to be done is imperative, and getting started is the critical first step. When you take an action, the world reacts and give you something to work with

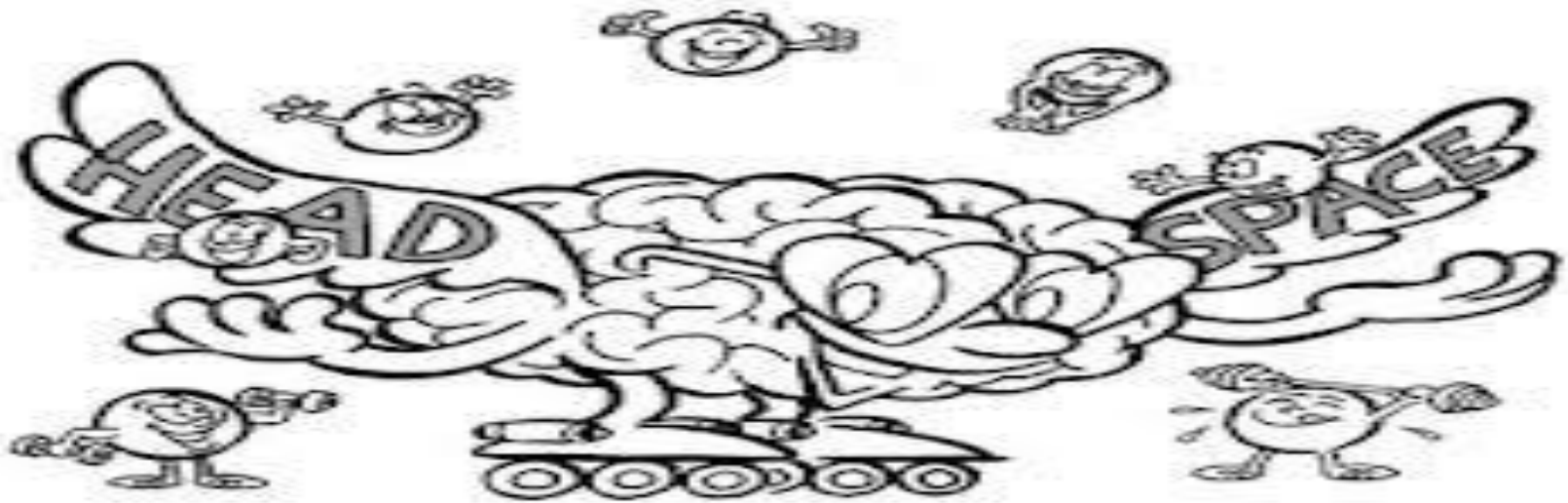
Developing your physical confidence



It has been found that how you think can boost the body. The New Scientist reported on a study in 2001 at the Cleveland Clinic Foundation in Ohio.

Researches got volunteers to spend just 15 minutes a day simply thinking about exercising their biceps. After 12 weeks, their arms were 13 per cent stronger. And all this happened without any training.

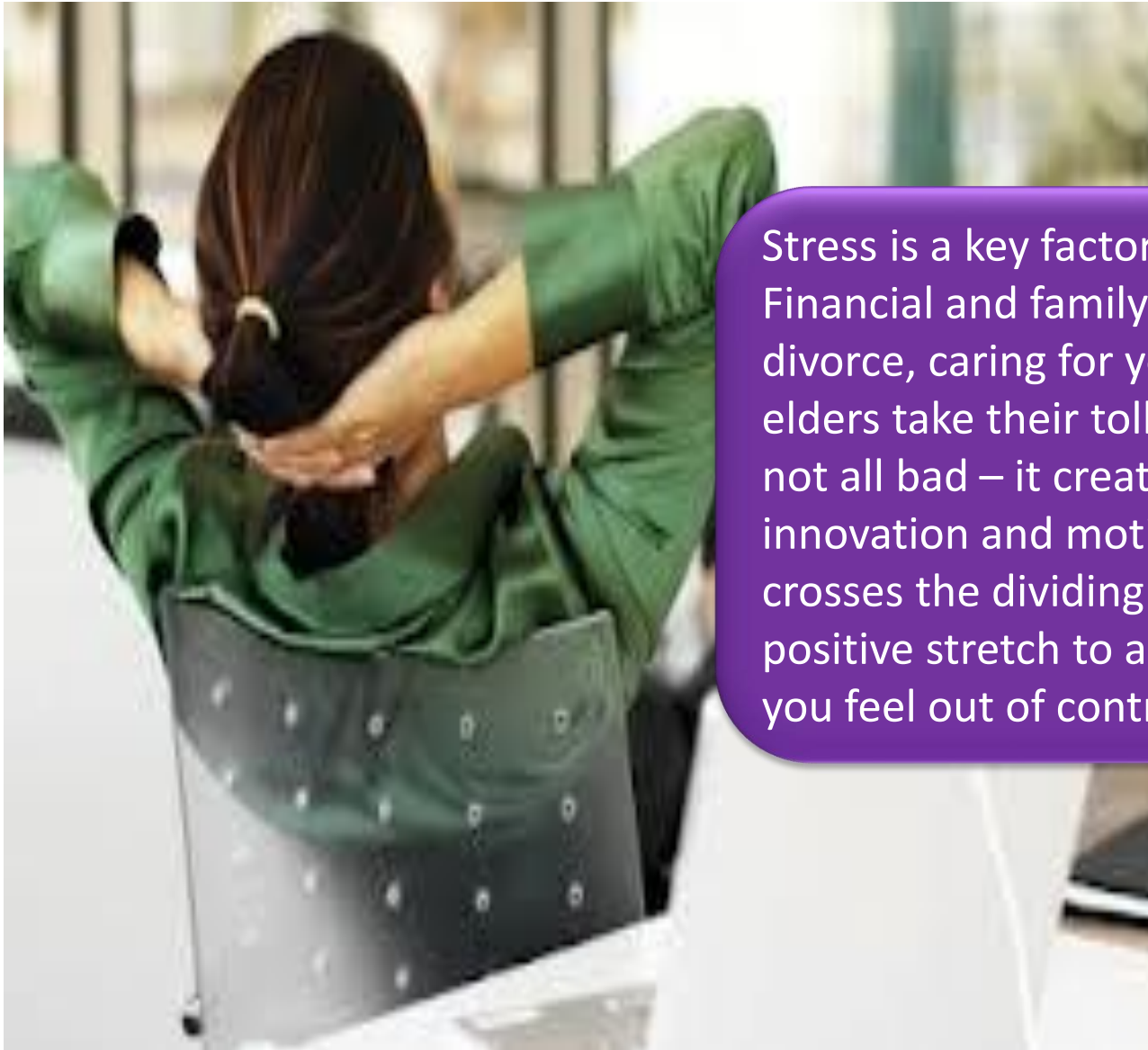
Connecting your mind and body



Consider your mind and body as one system rather than as 2 separate and unrelated parts. When your state of mind is calm, clear, and focused, your performance is likely to be at its best.

Many prayers, yoga and spiritual practices can have a beneficial effect on well being. When you are in stress, breath through the situation rather than reacting with anger or negative emotion.

Releasing stress, staying healthy



Stress is a key factor in modern living. Financial and family pressures such as divorce, caring for your children and elders take their toll at home. Stress is not all bad – it creates excitement, innovation and motivation. When it crosses the dividing line from a positive stretch to a negative pressure, you feel out of control.

Golden rules of healthy diet



Drink water



Examine your oils



Snack on seeds



Don't add salt



Go with greens



Avoid tobacco



Re-educate your sweet tooth

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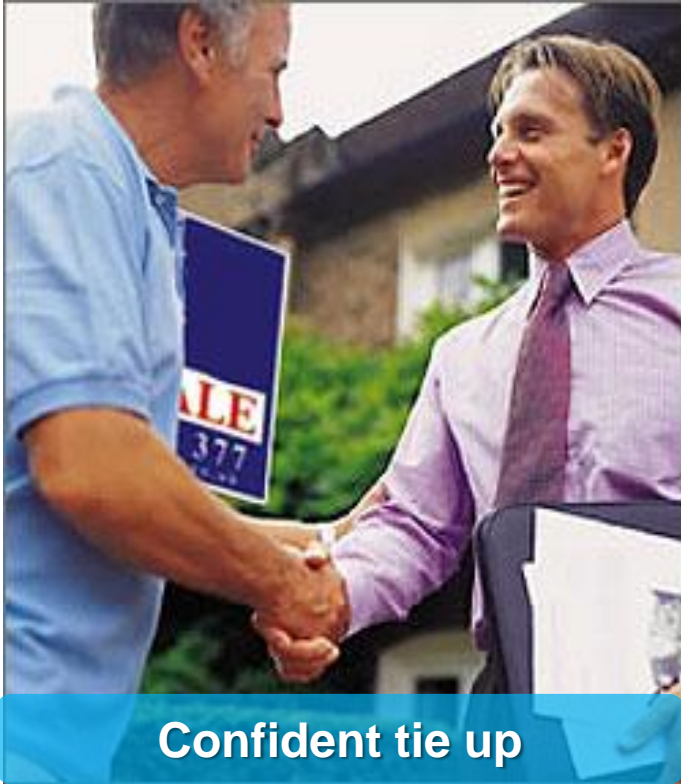
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Speaking out with confidence



Confident tie up

You have been speaking more or less continuously since you first learned to do it

But, at times speaking at public becomes difficult

To gain the confidence to speak out, you need some information to speak and someone to say it to

You need good rapport between you and to the person or group you are speaking to

To gain this, you have deal with all the hurdles standing in the way

Listening to yourself



Have you ever heard of your voice on tape? You may be surprised about your diction, or strength of your accent. However, deciding not to speak in public for some reason is ridiculous and undoable. The most common problems with public speaking are clarity and diction



Breathing to improve your speaking

Rapid, shallow breathing can reduce the level of carbon dioxide in your blood, which reduces the flow of blood through your body. Even though your lungs are taking in all the oxygen your body should need, your brain and body experience a shortage. This can leave you feeling tense, nervous, and unable to think clearly



Saying what you mean and meaning what you say



This is a good rule for effective communication. This is not an excuse to be rude to people, or haughty, but it is very solid basis from which you can come to know your truth and speak it out. Following this rule is good for your integrity and very quickly cements your reputation as a communicator or real power and persuasion

Holding onto your integrity



Integrity deals with things like keeping your word and not telling lies or otherwise being dishonest. Besides, that it is an essential element of the most powerful and confident you. The single most powerful step you can take to improve your confidence and power in the world is to restore your integrity

Message is more than words



Words which the speaker uses constitutes only 7 per cent of the impact of the communication. Voice and delivery adds a further 38 per cent and body language and movement add the rest 55 per cent.

Even though word and voice are critical, bringing your body into play adds massively to your impact.

Being judged by appearances

Appearance can be deceptive. If you meet someone, within 15-20 seconds you decide whether you like or dislike, approve or disapprove them.

This is mostly done based on certain physical characteristics, dress and grooming. People consider men with beards to be less professional than men without beards.

Your confidence in selecting friends, employees, and partners can be based on your subjective experience rather than objective information

Appearing confident

People appear confident if they are dressed well or fashionable clothes, if their hair is well trimmed, if they move with energy

A confident person has loud voice and clear or a manner that is warm and engaging.

They are the focus of attention or stand out as a leader in a group

Making the best first impression



Clean your face, groom your hair and brush your teeth and make sure you don't have food stains or remains on yourself or your cloths.

- What impression do you create when you meet someone for the first time?
- Do you come with papers flying in an unorganized manner or are you neat, organized and well prepared?
- Some subtle changes in your image might make you look more confident.

Conveying the right attitude with your dress



Dress code change with time and place. If you are updating your image, make sure of its appeal to the people you want to mix with

Your smile, sparkly chat, and tidy appearance may do you more favors than designer labels

You are likely to build good rapport with people if you match their dress code than if you look completely different

Shopping smart



Buy the size that fits well



Take in to consideration your body shape



Avoid buying clothes in haste



Invest your money in clothes which suits you



Good quality coats, shoes and bags are the best approach to looking great



Invest in smart accessories including belts, watches and ties/scarves that ring the changes

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Being firm with loved ones



Listen with respect to their viewpoint and connect with the feelings that underlie their words



Acknowledge the change that is happening for them



Provide lots of reassurance that although you behave differently, you still love and care about them



Come up with ideas together to make the change easier

Finding the confidence to rise above



Be prepared for any negative reviews or feedbacks. Even though it hurts, take them as a useful feedback for the next work. It is important to rise above any negative criticism, stay true to yourself, and hold onto your own choices. You can't please all the people all the time, however hard you try.

Staying on top of your confidence game

✓ Take each day as it comes

✓ Surround yourself with supportive people

✓ 'Reward yourself with small treats and luxuries

✓ Let go of any non-essential responsibility and activities

✓ Tell yourself as often as you need to that things will always work out in the end

✓ Hold on tight to the bigger picture



Living powerfully



This is about lining up all parts of yourself, making sure that you are standing up for your own life and for the values that are important to you, and taking action to make things happen. Then your journey is unstoppable. When you live your life with passion, you bring an exceptional level of energy and vitality in to your everyday experience

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Realizing that your job isn't you



If you hate your boss or your job, it is very difficult to act with confidence, because you have so little affinity with who you are being when you are working and where this is leading you



But your “work” isn't the same as your “job”. Your work can be a much fuller expression of your values and beliefs about yourself than any single job can be, even a good job that suits you

Defining your professional identity



If you are a medical doctor, people can reasonably accurately assume a whole lot of things about your ethics, values, social standing, and so on. This is because your identity in society is defined by the work you do. For professionals, the magic is in the job title; it defines them to themselves and to others.

Uncovering what you want to do



You need to build up your skills and experience, make the contacts, gain the profile, and earn the opportunity to make the break. This is quite normal; but if you have no sense of these things, if you cannot see your way ever to getting the work you want, then you have a problem that you need to deal with.

Becoming assertive



Assertiveness is one of those acquired skills you need training and practice to acquire. Assertiveness specialist coaches claim that this skill set is more powerful than any other business. Assertive people are generally liked and respected. It can protect and boost your self-esteem, build your confidence and reduce the stress levels. They are not afraid to say “No”

Fundamentals of assertiveness



Showing confidence in specific work situation



Several common work situations may test your confidence. You can develop new skills, or competencies as they are often called in business, through training and practice

If you are struggling with any of the tasks assigned to you; your first questions should be “How can I acquire the skills to do this better or faster?” This will take you forward into growth and confidence, rather than shrinking backward into fear and avoidance

Where does assertiveness come from?

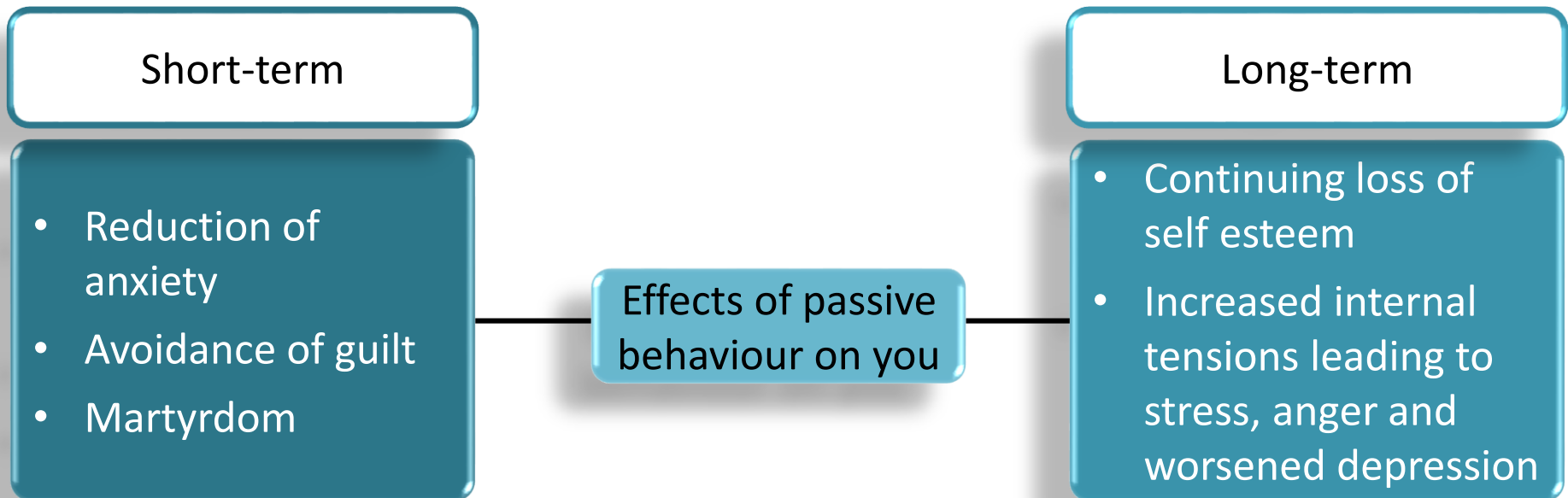


As we grow up we learn to adapt our behavior as a result of the things that happen to us. We model ourselves upon those around us, for example parents, teachers and our friends, and other influences such as television and magazines

If during this time our self confidence is eroded, for example through being bullied or ridiculed at school or criticized within the family, then in our adult lives we may be more likely to react passively or aggressively in similar situations

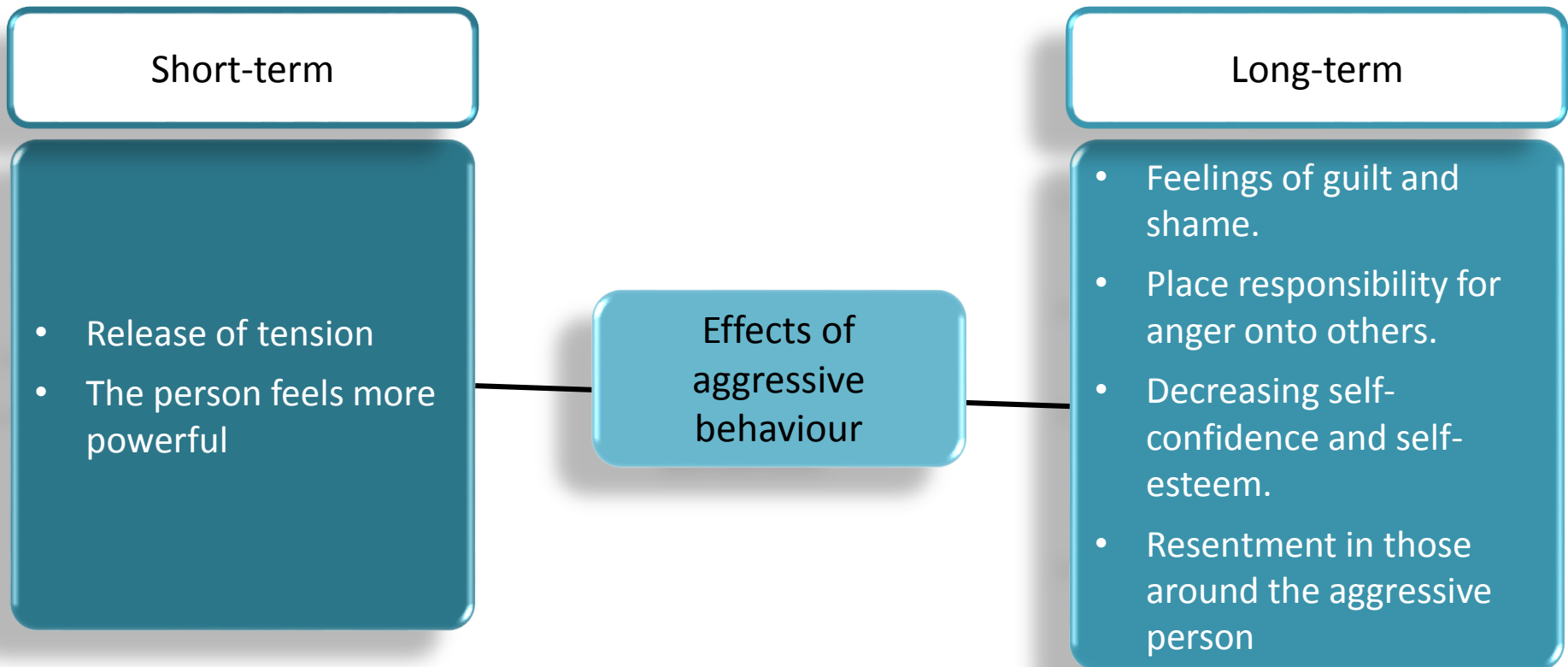
Elements of passive behavior

Passive behavior is **not** expressing your feelings, needs, rights and opinions. Instead there is an over-consideration for other's feelings, needs, rights and opinions. The aim of passive behavior is to **avoid conflict** at all times and to **please others**



Elements of aggressive behavior

Aggression is the opposite of assertion. Aggression is expressing your own feelings, needs, rights and opinions with **no respect** for other people's feelings, needs, rights and opinions



Elements of assertive behavior



In contrast to aggression and passivity, assertion is expressing your own feelings, needs, rights and opinions while maintaining respect for **other people's** feelings, needs, rights and opinions. Assertion is not about winning, but it is concerned with being able to walk away feeling that you put across what you wanted to say

Worksheet

Try to think about a time when someone else has been assertive with you and respected your opinion. How did you feel about them and yourself?

About me – I felt (write here)

About them – I felt (write here)

The rules of assertion

I have the right to	Do I believe this rule is true?	Have I applied this in the last week?
• Respect myself	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Recognize my own needs as an individual independent of others.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Make clear "I" statements about how I feel and what I think. For example, " <i>I feel very uncomfortable with your decision</i> ".	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Allow myself to make mistakes.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Change my mind.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

The rules of assertion

I have the right to	Do I believe this rule is true?	Have I applied this in the last week?
• Ask for "<i>thinking it over time</i>".	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Allow myself to enjoy my successes.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Ask for what I want , rather than hoping someone will notice what I want.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Recognize that I am not responsible for the behavior of other adults.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Respect other people and their right to be assertive and expect the same in return.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Saying "No"



Many people find that saying "No" seems to be one of the hardest words to say. We can sometimes be drawn into situations that we don't want to be in because we avoid saying this one simple word

The images we associate with saying "no" may prevent us from using the word when we need it. We may be scared of being seen as mean and selfish, and of being rejected by others. Saying "no" can be both important and helpful

Saying "No"

Do I have problems saying "No"?

Yes

No

If Yes: try to practice saying "No" by using the following principles:

Be straightforward and honest but not rude so that you can make your point effectively.

Tell the person if you are finding it difficult



Don't apologize and give elaborate reasons for saying "no". It is your right to say no if you don't want to do things

Remember that it is better in the long run to be truthful than breed resentment and bitterness within yourself

Review of your attempts to be assertive

Were you able to act in an assertive way at some stage in the last week?

Yes

No

If yes: Were you able to respond:

• Directly and openly?

Yes

No

• Appropriately?

Yes

No

• Respecting your own opinions and rights and expecting others to do the same?

Yes

No

Overall, was the result improved self-confidence in you?

Yes

No

Dealing with feedback



It is important for your self-confidence that you learn how to manage feedback. If you can receive and give feedback effectively, and especially turn even poorly delivered feedback to your advantage, you will grow massively in confidence and effectiveness at work.

Look at the next slides about giving feedbacks

Dealing with negative feedback



Christina, you have left typos in the weekly review again



Sorry Mr. Harry



The problem is, it makes us all look slipshod. The work you put out damages the image of the whole department; it reflects badly on me



Sorry Mr. Harry



Well you say sorry every time. If you don't mend your ways my girl, this is going to end in tears. Is that clear?



Sorry Mr. Harry



Well let this be the last time, or else. I mean it



OK . . . Harry will make sure that this does not happen again

Dealing with effective feedback



Christina, thank you very much for the weekly review. Once again it is very quick and efficient



Thank you Mr. Harry



But there are some typos. Do you have problem using the spell-checker?



Yes, I keep forgetting



Why don't you put a sticky label on your computer to remind you about spell-checking your work?



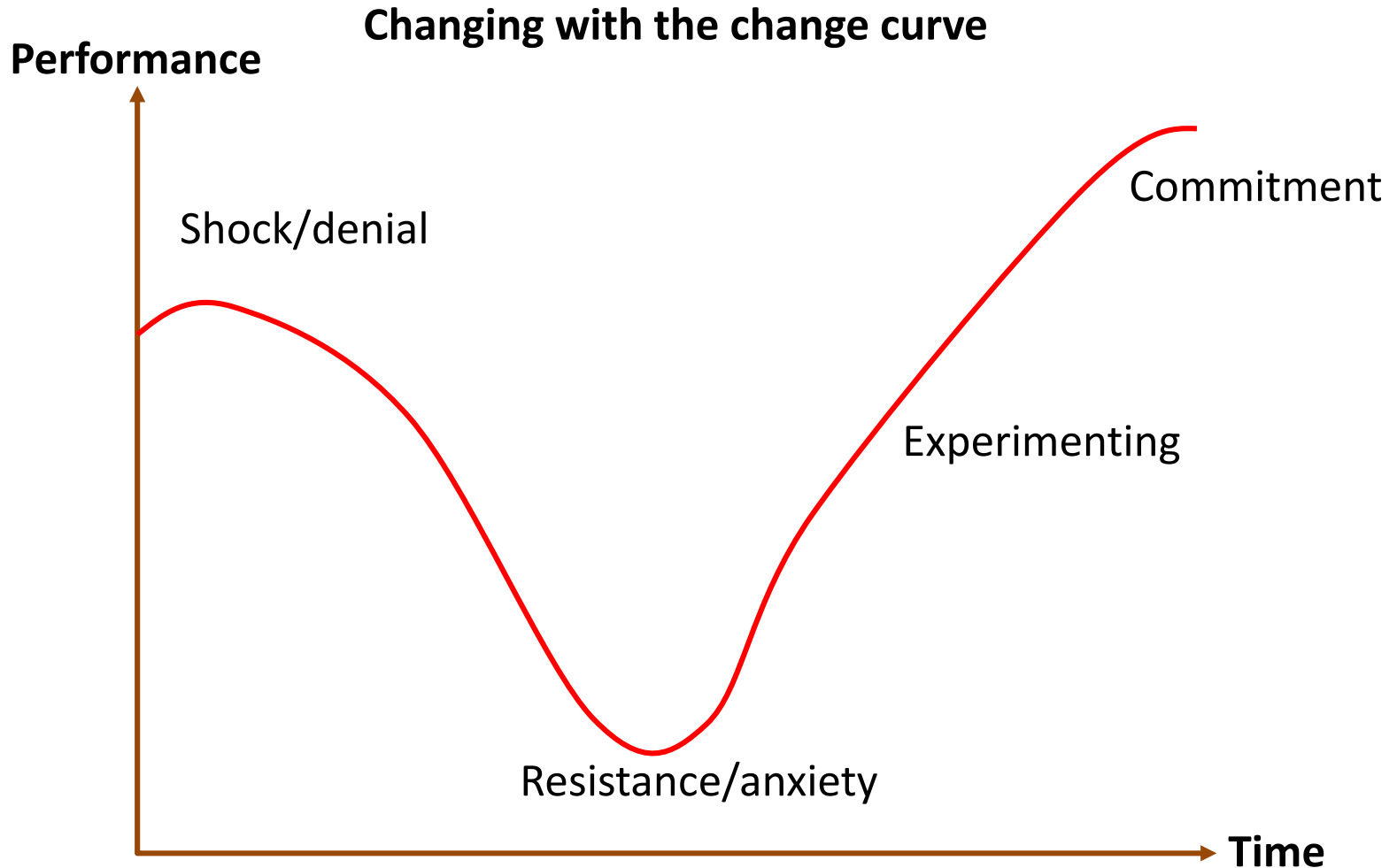
Thank you Harry, I will do that



Good Christina; if you need any further training on the system, let me know

Dealing with corporate change

As change managers know, change tends to trigger a cycle of reactions and feelings. These fall into a sequence of predictable stages, irrespective of whether the change is planned or unplanned.



Maintaining your confidence through stages of transition



At this initial response, your natural response may be to minimize the impact of the change by trivializing it or denying that it exists

This stage is characterized by your strong emotions and also feeling of flatness, accompanied often by a loss of confidence

Activity now increases as you test new ways and approaches towards the change

By this stage, you will have adopted new behavior and accepted the change

Getting through rejection



Rejection is not about you as a person, but about your skills and style not being appropriate at this time for this company or customer

Winners stay professional and persist for the long term. Confident people welcome feedback and continue to learn

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How Phyllis developed her self confidence?



Phyllis had successfully owned her own business, a café, for over 25 years and was actively involved in the day-to-day operations until a serious health issue was diagnosed. The condition was directly linked to years of working in a kitchen and she was advised that she could no longer continue working in this environment



Eventually, Phyllis was forced to sell her business. Having been divorced for a number of years and in her early 50s, her personal circumstances dictated that, financially, she would have to continue working

How Phyllis developed her self confidence?



Phyllis discovered a program that offered support in helping unemployed adults over the age of 50 to explore their potential and assist them back into employment. She initially felt that she had no skills or experience and was beginning to really worry about what employment opportunities were available to her

The program encouraged her to look at the skills she used in running her own business. Before long, she had a list that included dealing with the public, customer service, marketing and promotion, recruiting and managing staff, dealing with complaints, as well as an array of financial skills

How Phyllis developed her self confidence?

This helped build Phyllis's confidence and shaped her CV as well as a number of job applications. She also started to think about what she enjoyed doing in her spare time and realized that the tourism sector was something she would be interested in exploring further



She applied to work in a local hotel as a breakfast assistant. However, her employer was so impressed that she was offered a supervisory position due to her wealth of experience

How Phyllis developed her self confidence?

Phyllis worked in the job for around six months and continued to learn about and develop her personal interest: becoming a tour guide

Having continued to pursue her ideal job, Phyllis is currently working as a tour guide for a local tourist attraction, where she thoroughly enjoys meeting and guiding tourists and gains a great deal of satisfaction and confidence from the work she does



Summary

- Self confidence is the difference between feeling unstoppable and feeling scared out of your wits.
- No one is more conscious of your physical appearance than you are. When you don't look good, it changes the way you carry yourself and interact with other people
- People with confidence walk quickly. Even if you aren't in a hurry, you can increase your self confidence by putting some pep in your step. Walking 25% faster will make to you look and feel more important.
- By practicing good posture, you'll automatically feel more confident. Stand up straight, keep your head up, and make eye contact. You'll make a positive impression on others and instantly feel more alert and empowered.
- One of the best ways to build confidence is listening to a motivational speech.
- Recall your past successes, unique skills, loving relationships, and positive momentum. This will give you motivation and takes you to the next step towards success.
- Make an effort to speak up at least once in every group discussion, you'll become a better public speaker, more confident in your own thoughts, and recognized as a leader by your peers.