



Building Confidence

Session starts at 10am



HELLO!

I am **Karen Maher**

I am an experienced HR consultant and workforce development specialist originally from the North East of England.

I specialise in coaching, mentoring, mediation and training delivery. I deliver QQI accredited courses including People Management, Supervisory Management and Medical Secretaries

I am qualified to administer and deliver psychometric tests including EQi2 (Emotional Intelligence) and MBTI (Personality Types).



Overview

This Confidence Building virtual session has been designed to help learners increase their self-awareness and improve the impact and effectiveness of their interactions with colleagues and clients.

This session will give learners the skills they need to set life/career goals and enhance their confidence, building well rounded individuals with a positive outlook.

WHAT YOU GAIN FROM THE SESSION

Learners will take away key confidence building techniques, to help them lose their nerves and be more assertive in the workplace.



Content

Emotional Self Awareness

Transactional Analysis

Adult to Adult conversations

Assertiveness

‘Fake it til you make it’

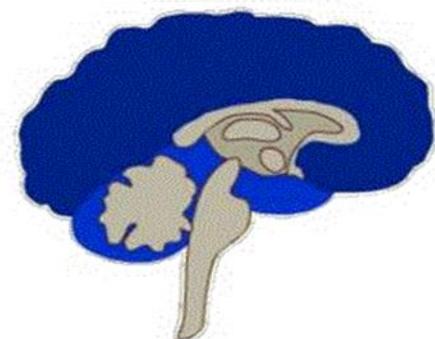
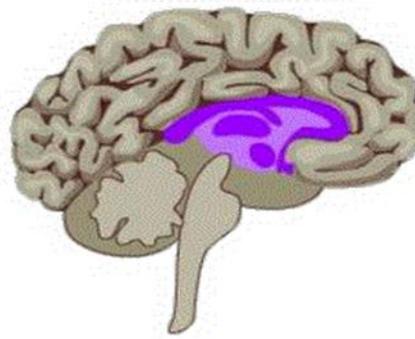
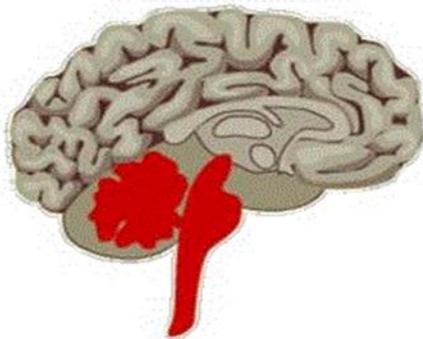
Personal SWOT analysis

Personal action plan

Understanding Yourself – What goes on in your head?

Triune Brain Theory

Lizard Brain	Mammal Brain	Human Brain
Brain stem & cerebellum	Limbic System	Neocortex
Fight or flight	Emotions, memories, habits	Language, abstract thought, imagination, consciousness
Autopilot	Decisions	Reasons, rationalizes



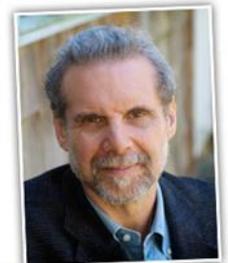
The Triune Brain in Evolution, Paul MacLean, 1960

Emotional Self Awareness

The ability to understand your own emotions and their effects on your performance

You know what you are feeling and why

You sense how others see you and you align your self image with a larger reality



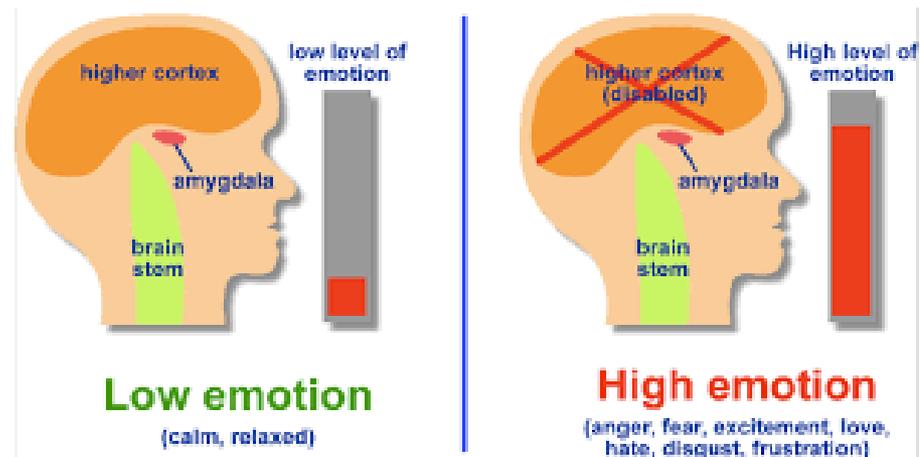
Daniel Goleman

The Amygdala Hijack

A strong emotional reaction (rage, anger, fear) that isn't appropriate to the situation

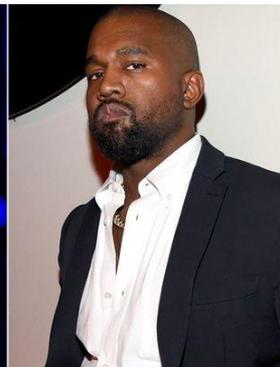
This reaction is triggered very quickly

When its over you regret it happening



The Amygdala Hijack

Can you think of any famous examples?



How would you feel if....

..you were asked to do an important presentation tomorrow in front of a large audience including your senior managers.

How would you react?



The Amygdala Hijack

Noticeable Effects

- Pupils dilate
- Mouth goes dry
- Neck & shoulder muscles tense
- Heart pumps faster
- Chest Pains
- Palpitations
- Sweating
- Muscles tense for action
- Breathing fast & shallow hyperventilation
- Oxygen needed for muscles



Hidden Effects

- Brain gets body ready for action
- Adrenalin released
- Blood pressure rises
- Liver releases glucose to provide energy for muscles
- Digestion slows or ceases
- Sphincters close
- Cortisol released to depress the immune system

Developing a plan

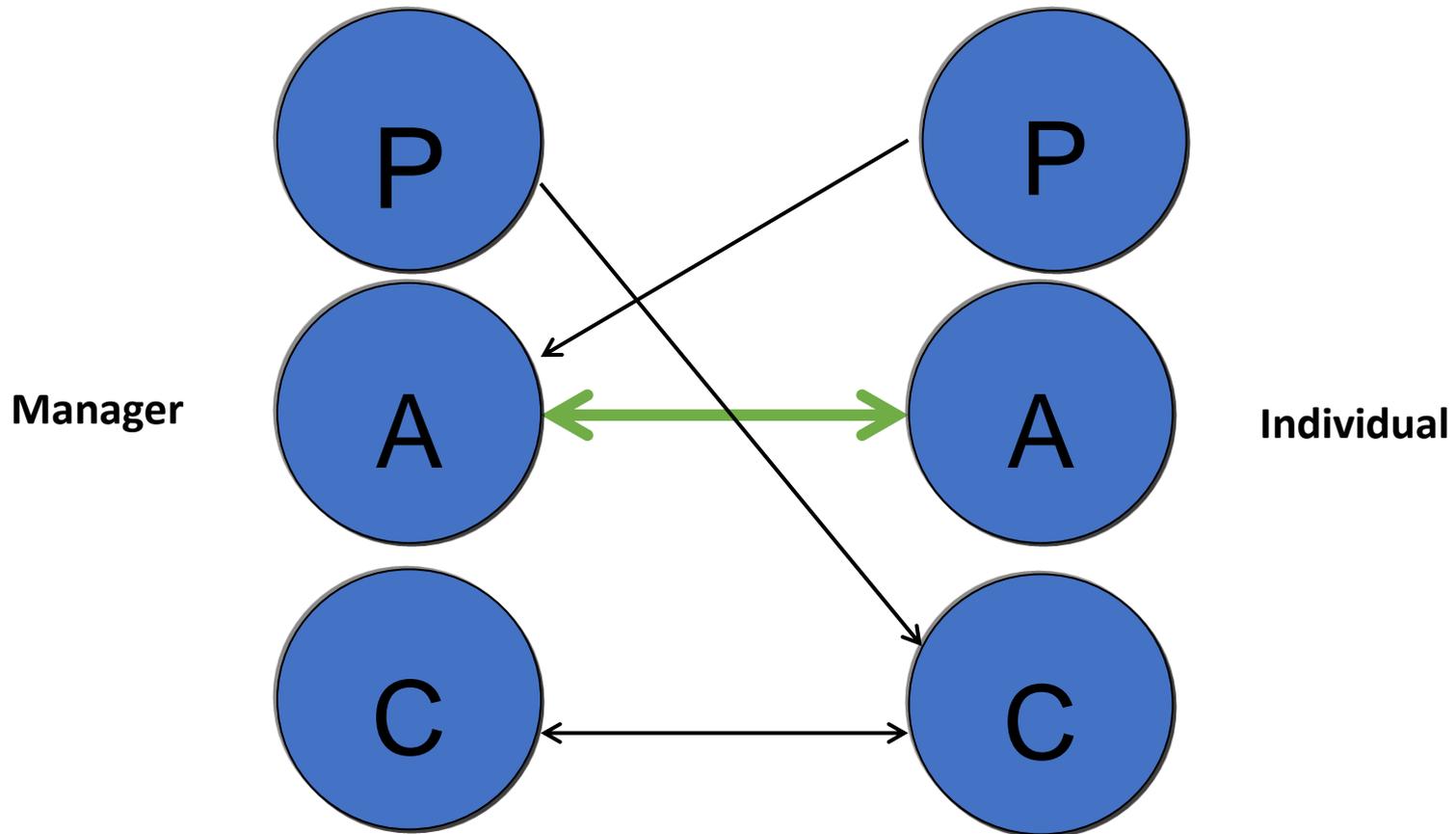
Activating Event	Beliefs	Consequences
Doing a presentation	My manager will be pleased	How will you feel?

Albert Ellis ABC Model

Behaviour

- Your behaviour is everything you say and do
- Your behaviour is directly observable
- Conclusions are based on your behaviour
- Behaviour breeds behaviour
- You can choose how to behave
- You can use your behaviour to help or hinder
- Your verbal and visual behaviour must complement one another

Transactional analysis



Adult to Adult conversations

Ego-State	Stands for	Expressions	Body language
PARENT	<p><u>Our Taught concept of life</u> Formed by the beliefs and values which were imposed on us before we were able to question life for ourselves</p>	<p>'this is how to', 'under no circumstances', 'always' and 'never forget', 'don't lie, cheat, steal', etc.</p>	<p>Finger pointing, patronising gestures, angry or impatient body language</p>
ADULT	<p><u>Our Thought concept of life</u> Our ability to form opinions and make decisions based on data. Through which we can keep the Parent and Child under control.</p>	<p>'Why?', 'How?', 'Who?', 'What?', 'Where?', 'How much?', 'In my opinion', 'I think', 'Probably', Reasoned statements</p>	<p>Composed, Calm, Open</p>
CHILD	<p><u>Our Felt concept of life</u> Our internal reaction and feelings to external events</p>	<p>'Wheee!', 'No!', 'Please?', 'I wonder if, let's try...' 'I wish' 'I don't care' 'I want' 'It's not fair' 'worst day of my life'</p>	<p>Shoulders shrugging, baby voice, whining voice, giggling, teasing, tantrums</p>

Communication Example

At what time is the train due? (Adult)

It's late by 5 minutes (Adult)

Absolutely typical! (Parent)

Yes, they always manage to run late and they never give any warning!
(Parent)

I checked your document for our meeting. It's full of spelling mistakes! You should have run the spell-check. (Parent)

Oh, I'm sorry. It won't happen again. (Child)

I can hear the train arriving. (Adult)

That's good, we're not too late. (Adult)

Let me help you with your luggage. (Parent)

Oh, thank you very much! (Child)

Oh wow! They're giving out free Champagne! (Child)

Fantastic! (Child)

What to Do?

Shift your or the other person's Ego State to keep the conversation going

3 Ego States are particularly useful in case of crossed communication: the Adult and the Nurturing Parent.

You can calm passions down by both moving into an Adult Ego State where facts prevail. Do this by:

- Asking a question
- Stating a few facts
- Asking for their view

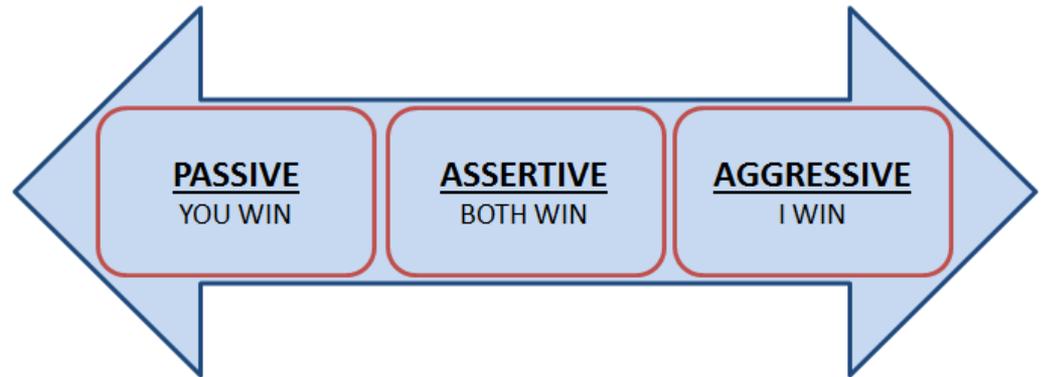
Another strategy is to appeal to their Nurturing Parent. Do this by:

- Asking for their help
- Asking for their advice
- Asking for their expert opinion
- Communicating your fears/worries

Assertiveness

3 communication styles

- Aggressive
- Passive
- Assertive



Assertiveness

Assertive people tend to project confidence. They maintain eye contact, have good posture, and use body language effectively. They can express their thoughts and beliefs honestly and reasonably and they encourage other people to do the same.

Assertive people are able to be honest about their thoughts and feelings in a respectful way. They actively listen to and are considerate of other people's perspectives. Assertive people are able to maintain control over their feelings and admit when they've made a mistake.

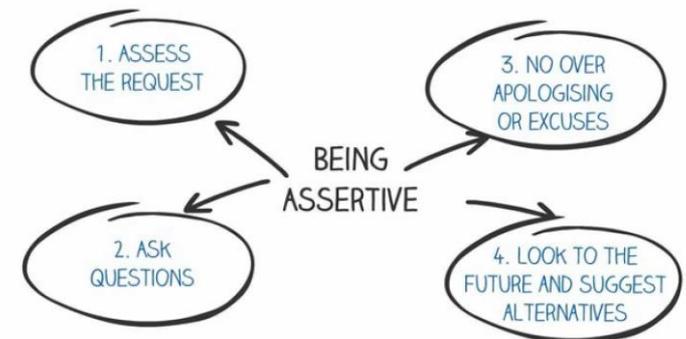


Assertive communication

Assertive communication is the best of both worlds

— **you meet your needs *and* the needs of the other person.**

Sometimes it can be hard to form this habit and stay away from the other two styles of communication. It takes a bit of self-control.



4 Benefits of Assertiveness

1. Better communication

Your assertive behaviour is great for both parties. If you communicate wisely, **you can get what you want out of any interaction and leave the other person satisfied too.**

2. Less stress

Aggressive communication is stressful (as can be passive); one of the people involved generally ends up feeling humiliated or threatened. Using assertive communication, means you are acknowledging the other person's feelings and desires, while openly sharing yours and trying to find the best solution for the situation.

This communication style equates to very little stress.



4 Benefits of Assertiveness

3. More trust

Trust is important in personal and business relationships, and being assertive helps you get there naturally. **Passive communication often results in others not taking you seriously, while aggressive behaviour tends to lead to feelings of resentment.**

4. More confidence

When you hide your feelings or interact with others without caring about what they think or feel, you're either lowering your self-esteem or building it on the wrong foundation. Assertive behaviours shows that **you're brave enough to stand up for your rights *and* you're in control of what you're saying.**

You find the balance between clearly stating your needs and giving the other person the chance to do the same and feel equal



How to Communicating Assertively

1. Clearly define and state your needs or expectations

Passive communicators tend to hide their needs. Assertive communicators decide on what they want and then directly ask for it or state it.

Try to give at least one direct statement to communicate your thoughts or express your needs. You should still be respectful of other people's needs, but you shouldn't avoid making your own needs or concerns known just to accommodate someone else.

For example, instead of saying, "I would like to speak with you for a few minutes if it isn't too much trouble," tell someone, "We need to talk about a plan for our assignment today. What time works for you?"



How to Communicating Assertively

2. Use “I” statements instead of “you” statements

Being assertive means that you value your own needs. It does not mean being aggressive. Use “I” statements to express what you want or need in a situation. Try to avoid “you” statements, since these tend to cast blame and show anger.

For example, instead of saying, “You always make it difficult for me to do my job,” try saying, “I need better resources to do my job properly and efficiently.”

Think about what you want and need, and try to focus on that. Don’t spend time blaming someone else. Blame looks more aggressive than assertive.



How to Communicating Assertively

3. Practice saying “no” respectfully

Passive communicators struggle to say no, while aggressive communicators can be disrespectful. An assertive communicator says “no” when they cannot do something or accommodate someone, but they are respectful to others in the process. Try offering alternatives or resources if you cannot take on the task or challenge yourself.

For example, a client asks you about a project that is beyond your job duties and expertise, tell them, “I cannot do that for you right now, but I know a specialist in another department that may be able to help. Let me get their phone number for you.”

While it’s nice to offer an explanation for why you’re saying “no,” it is not required in order to effectively communicate in an assertive manner.



How to Communicating Assertively

4. Practice speaking more professionally

Pay attention to your speech habits and patterns and try to adjust them if they aren't assertive.

Avoid using casual, unprofessional words, such as “yep,” “literally,” or “like.” You may find that you talk too fast or speak with a rising tone of voice because you aren't sure if others will listen to you or you aren't sure if what you're saying is right.

These habits are inconsistent with assertiveness as they communicate uncertainty and insecurity. Work on changing them in order to be a more assertive communicator.



How to Communicating Assertively

5. Use proper body language

Assertive communication isn't just verbal. Make sure your body language is strong, confident, and relaxed. This includes making eye contact with others when they speak, and keeping an upright posture.

Eye contact is important, but try not to stare. Blinking and glancing elsewhere are natural. Staring at someone, on the other hand, may come off as aggressive or intimidating.

Keep your back upright and your shoulders held back slightly. You should not be tense, but you should be mindful of your body and its composure.

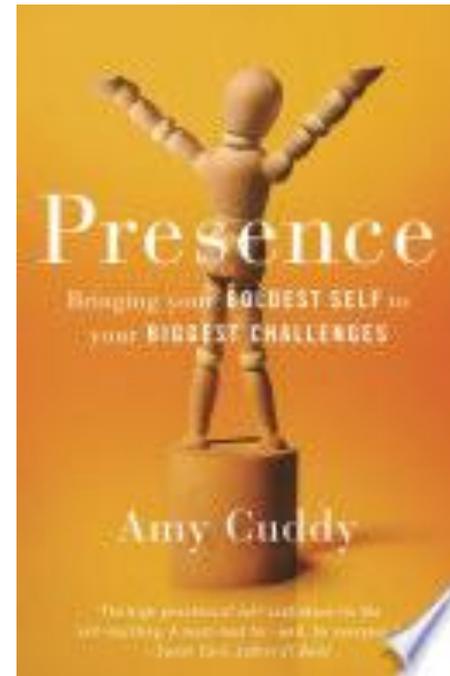
Try not to close yourself off. Keep your arms and legs uncrossed, and keep your face from furrowing as much as you can.



Body Language



'Fake it til you make I Fake it til you become it'



'Bring your boldest self to the biggest challenge'

What are you good at?



Identify what you're good at

What can you feel positive about?

Remind yourself of these things regularly

Personal SCOT Analysis

MY STRENGTHS	MY CHALLENGES
MY OPPORTUNITIES	MY THREATS

Personal Action Plan



Specific
Measurable
Achievable
Relevant
Timely
Evaluate
Review

Your Action Plan

Set yourself 3 SMARTER goals (Specific, Measurable, Achievable, Relevant, Timed, Evaluate, Review) in relation to developing your self confidence.

1.
2.
3.

Summary

- Emotional Self Awareness
- Transactional Analysis
- Adult to Adult conversations
- Assertiveness
- 'Fake it til you make it'
- Personal SCOT analysis
- Personal action plan

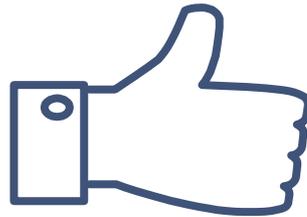
Summary & Recap

Q&A



**GOOD BYE &
GOOD LUCK!**





THANKS!

Any questions?
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