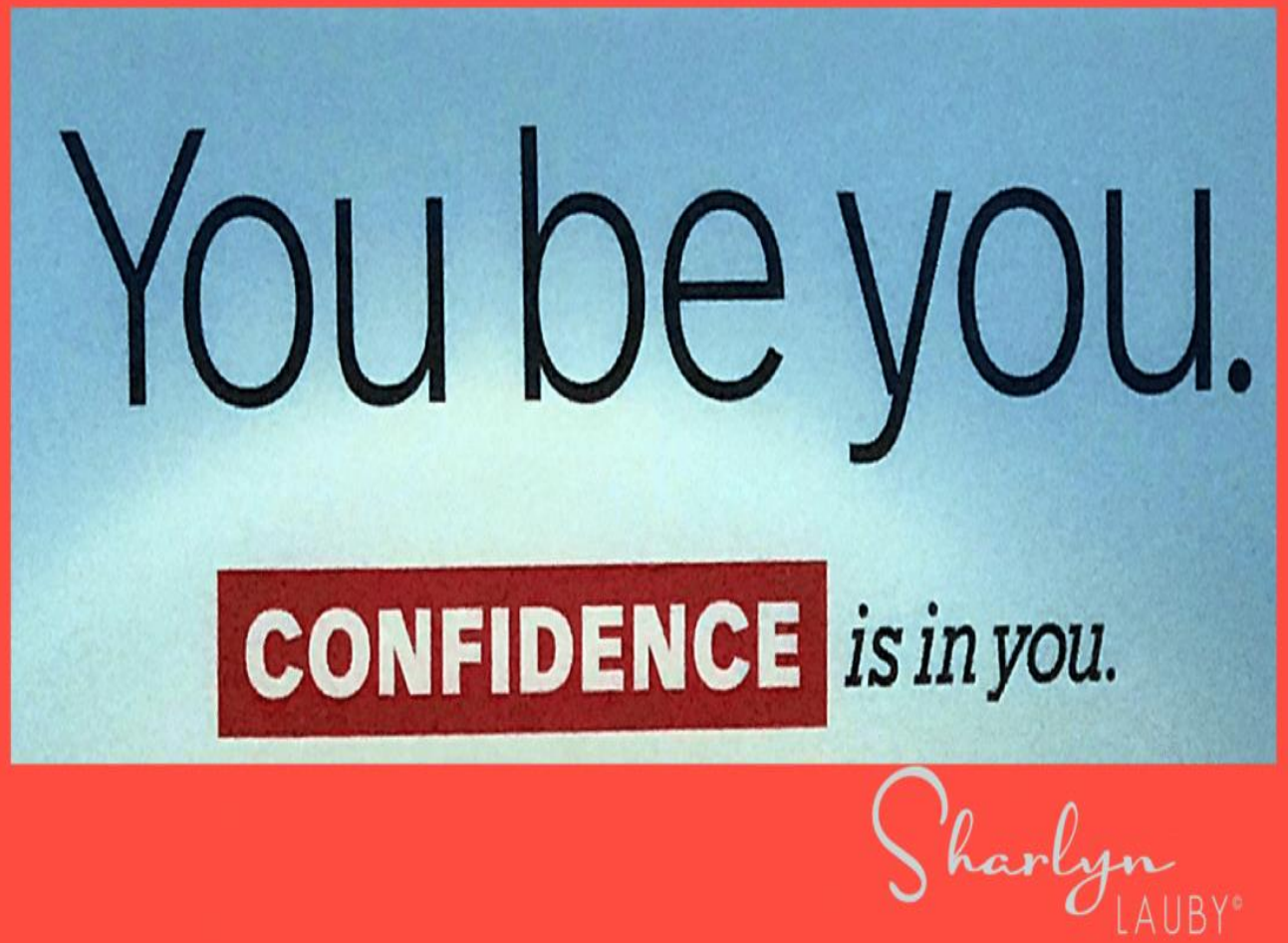


Building Confidence and Assertiveness

Getting Started

Strengthening our self-confidence is a powerful step in shaping our lives and creating **future success**.

Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others.

Understanding Confidence

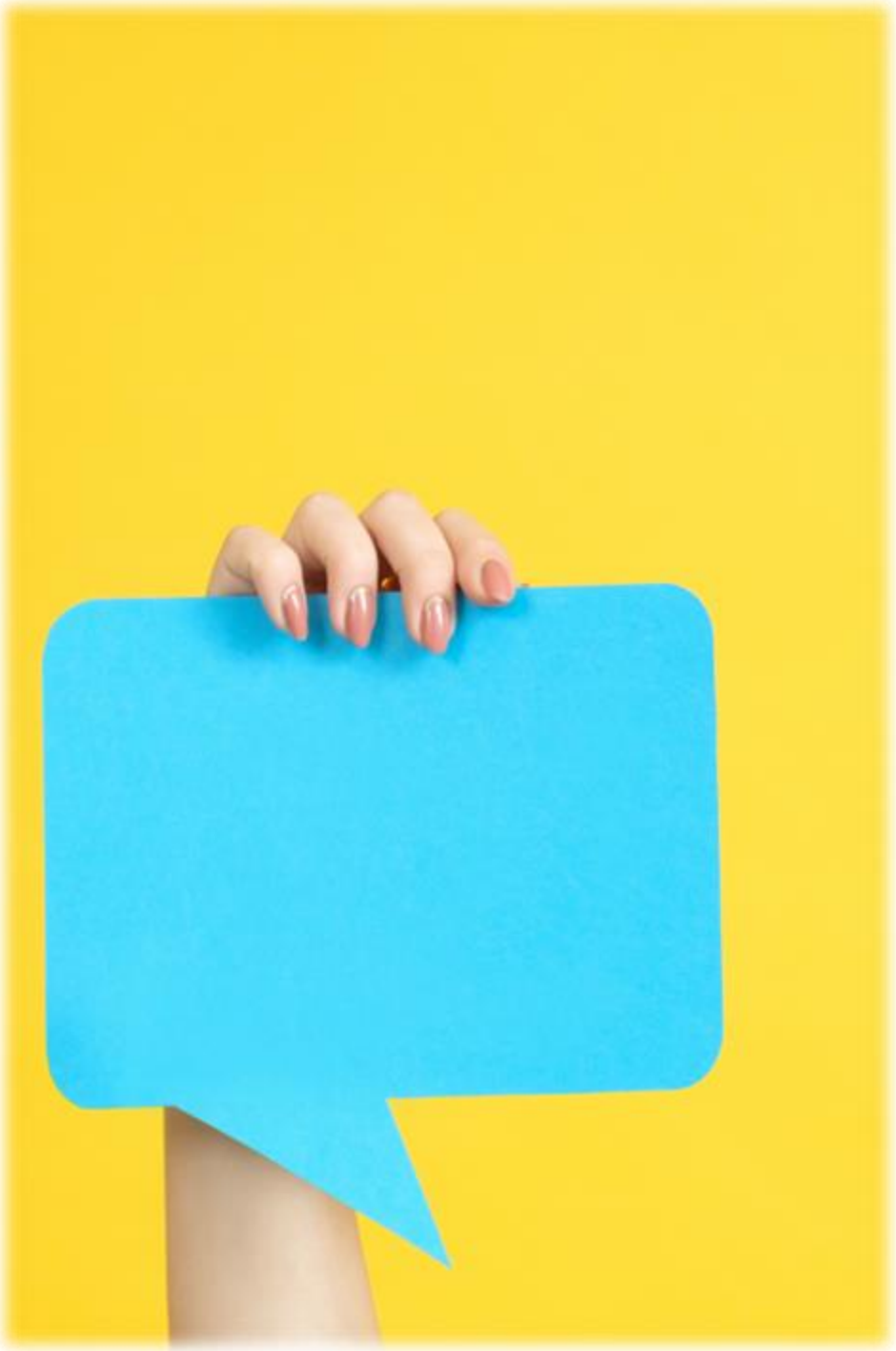
Without confidence, it can be difficult to
focus on future successes and personal development.
Confidence and assertiveness are skills that
are important for everyone.



Defining Confidence and Assertiveness

Confidence is the feeling of positive regard and belief in oneself, as well as in one’s own abilities.

Assertiveness is the ability to communicate the confidence that is built.



The Benefits of Assertiveness

- Improved communication
- Decreased stress and anxiety
- Greater job satisfaction
- Gained respect from others

Distinguishing the Styles

- Passive
- Aggressive
- Passive-aggressive
- Assertive



Defining styles

- **Passive**: This style involves the avoidance of expressing feelings or opinions, in order to protect themselves. Passive communicators do not assert for themselves, speaks apologetically, and allows others to violate their rights.
  - Examples of passive communication includes continual permission-asking, constant apologies, and avoiding disagreements.
- **Aggressive**: This style can be hostile or defensive. Aggressive communication includes expressing ideas and needs at the expense of another individual.
  - Examples of aggressive communication can be placing blame on others or issuing commands.

Defining styles

- **Passive-aggressive**: This style is similar to passive communication, but uses indirect communication to express negative feelings. Passive-aggressive communicators are indirectly aggressive, as opposed to being directly aggressive.
  - Examples of passive-aggressive communication includes the spreading of rumors, acting stubbornly, or the silent treatment.
- **Assertive**: This style is the most effective. Assertive communication is honest and direct with sharing thoughts, while also maintaining respect to the thoughts and feelings of others.
  - An example of assertive communication is the use of I statements to share information.

Communication Match-Up Game



Passive	**Aggressive**
Passive-Aggressive	**Assertive**



Signs of Low Self-Confidence

- Self-neglect
- Being socially withdrawn
- Unaccepting of compliments or new challenges



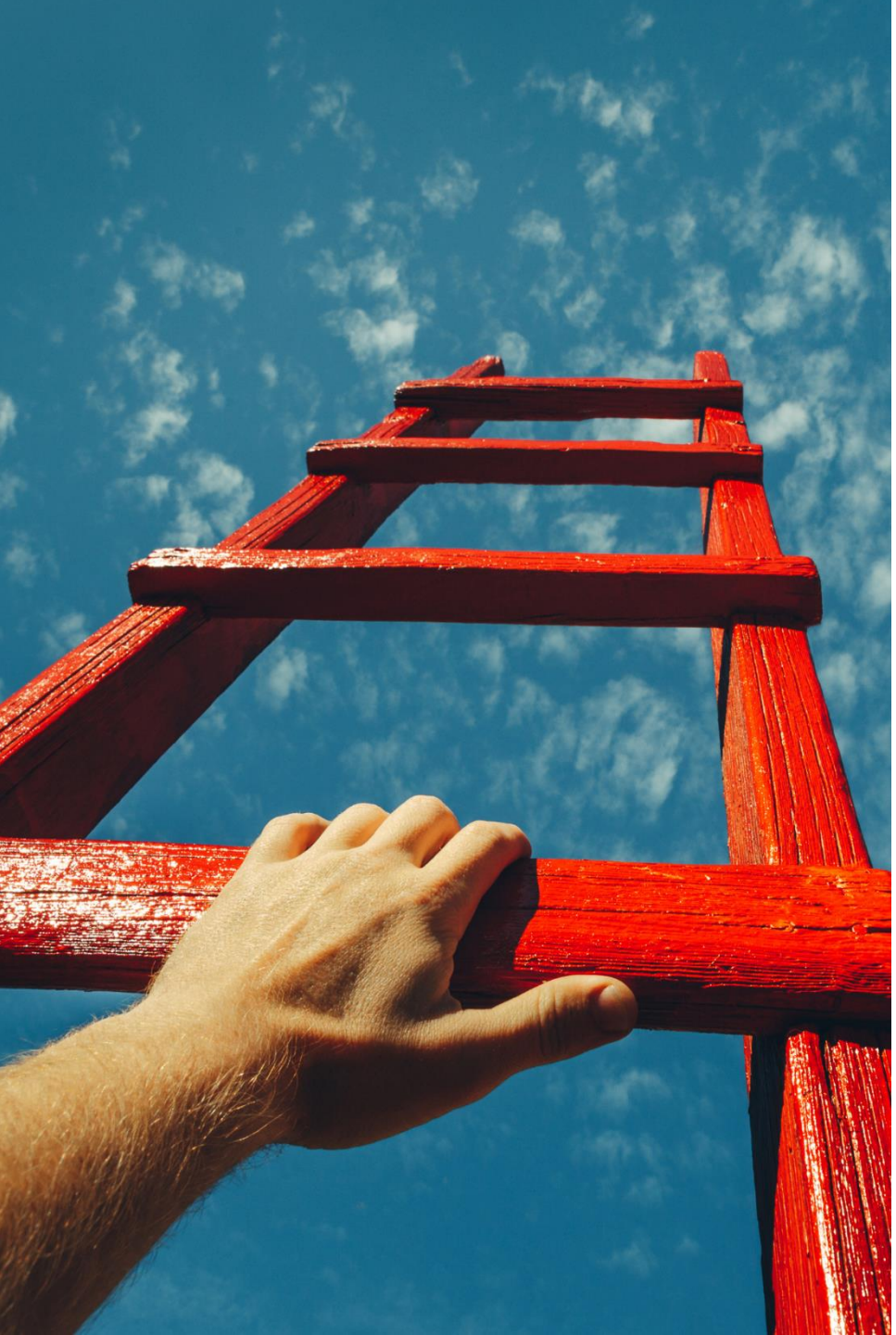
Self-Awareness

- Have an open mind
- Keep a journal
- Identify personal values
- Reflect on behaviors

Responsible

A highly valuable trait of confident individuals is that they take accountability for their actions.





Optimistic

- Recognize what is in or out of their control
- Share their creativity with others
- Smile more
- Review their accomplishments

Courageous

Every professional can benefit from practicing courage-based confidence.





Humble

Humility is about viewing oneself, as well as their accomplishments, in a modest manner.



Break Time

The Barriers to Success

It’s difficult for people to flourish when they limit themselves with their thoughts and lack confidence.

While some barriers may be related to past experiences, others can arise from current situations.

Self-Doubt

- The inability to accept compliments from others
- A constant need of reassurance





Fear of Failure

Fear can often be our biggest enemy to success. It hinders our confidence and prevents us from missing out on great life opportunities.



Being Indecisive

Escaping from indecisiveness and gaining confidence is possible, and worth the benefits.

Comfort Zones

Comfort zones are psychological states that put people at ease and make them feel safe.





The Harm of Comparison

While it is natural to compare oneself to others, it is also incredibly harmful, especially in the workplace.



Positive Rephrasing and Affirmations

I am a capable and competent person

I am valuable and significant

I am strong, confident, and successful

Morning Routines

Morning habits can either influence a productive and confident day, or one that is full of negativity and self-doubt.



Meditation and Mindfulness

To improve our mental strength and self-assurance, it’s beneficial to practice meditation and mindfulness.



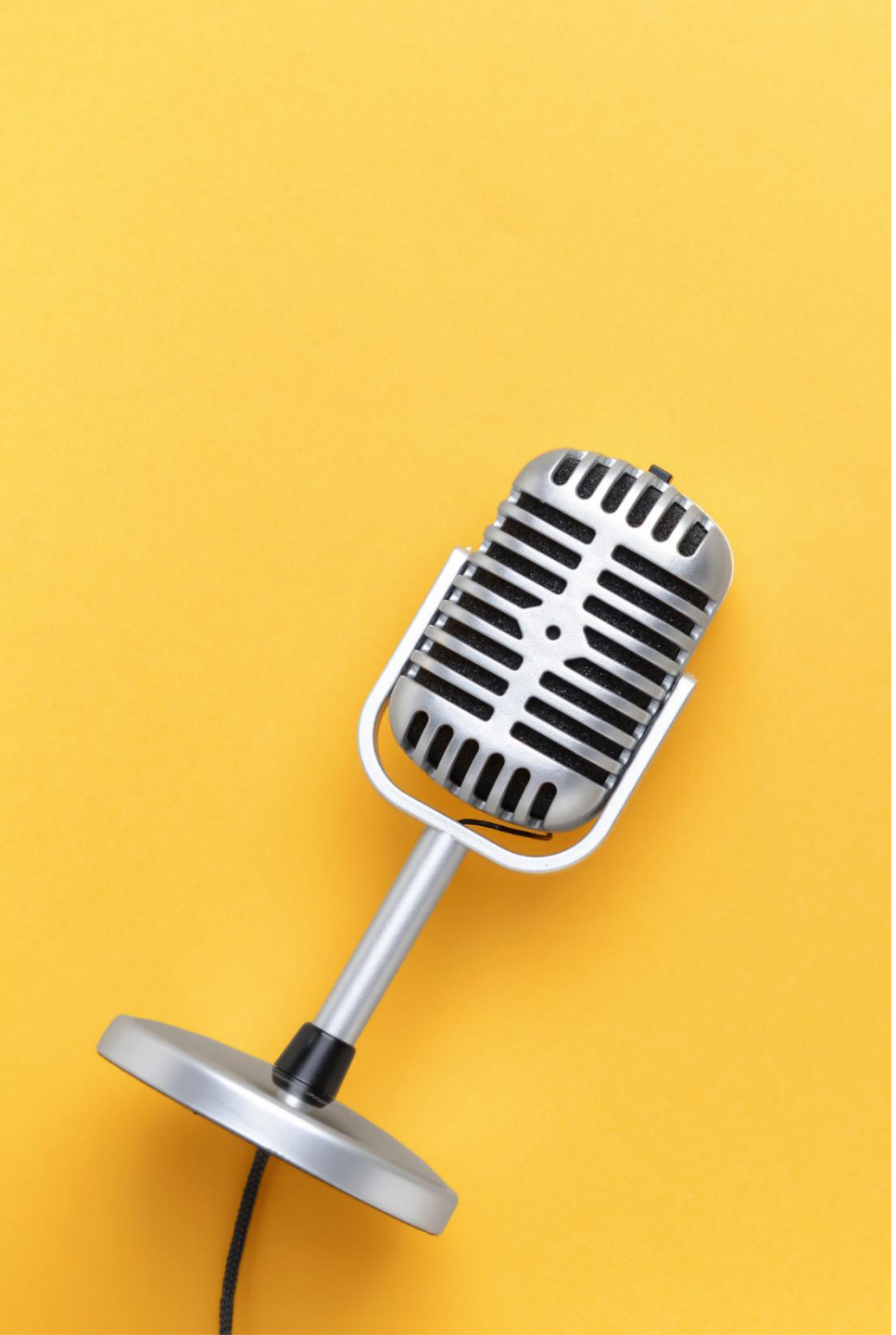


Learn New Skills

One of the best ways for professionals to develop their self-confidence is to empower themselves with knowledge.

Communicating With Confidence

Confidence is demonstrated in words, tone, as well as body language. It’s important to be aware of the messages that we are sending to others, as this is a reflection of our self-assurance.



Sounding Confident

- Speak clearly and enunciate words
- Avoid filler words
- Speak with a smile

Using Body Language

- Maintaining good eye contact
- Avoiding fidgeting
- Having a good handshake





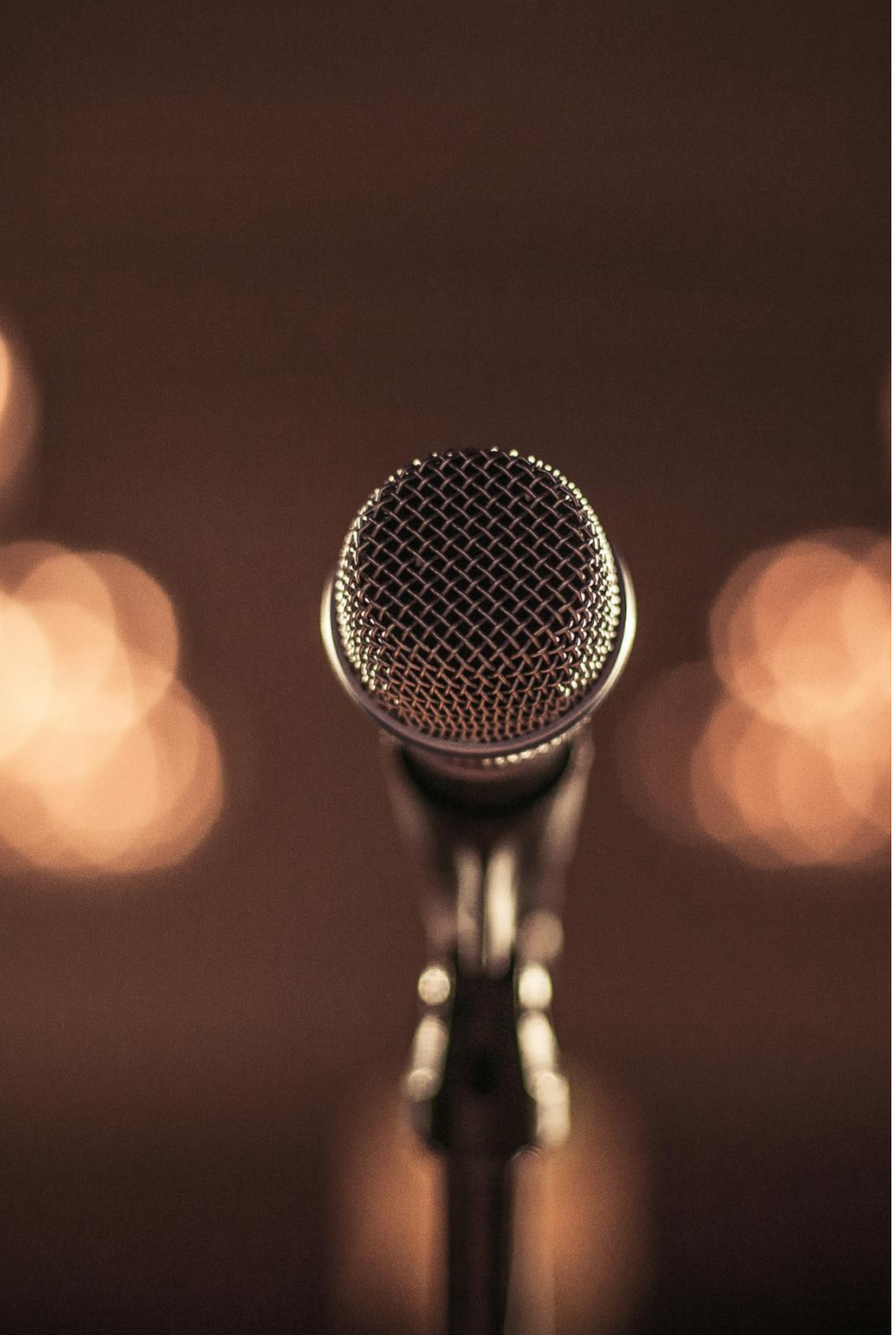
Questions and Curiosity

- Ask clarifying questions to learn information in more detail
- Be clear and specific
- Do not apologize for asking the question

Dressing the Part

- Dress for what you hope to achieve
- Stay in your comfort level
- Walk with confidence





Tone and Audience

- Use inflection
- Speak with a smile
- Get into the right mindset

Developing Assertiveness

Assertive individuals understand the importance of being able to express their points, without harming the rights of others



Learning to Say No

Assertive individuals understand the value of boundaries and being able to say *no*.

Recognize Rights and Values

It’s beneficial for every employee to recognize and contribute their full potential to the company.





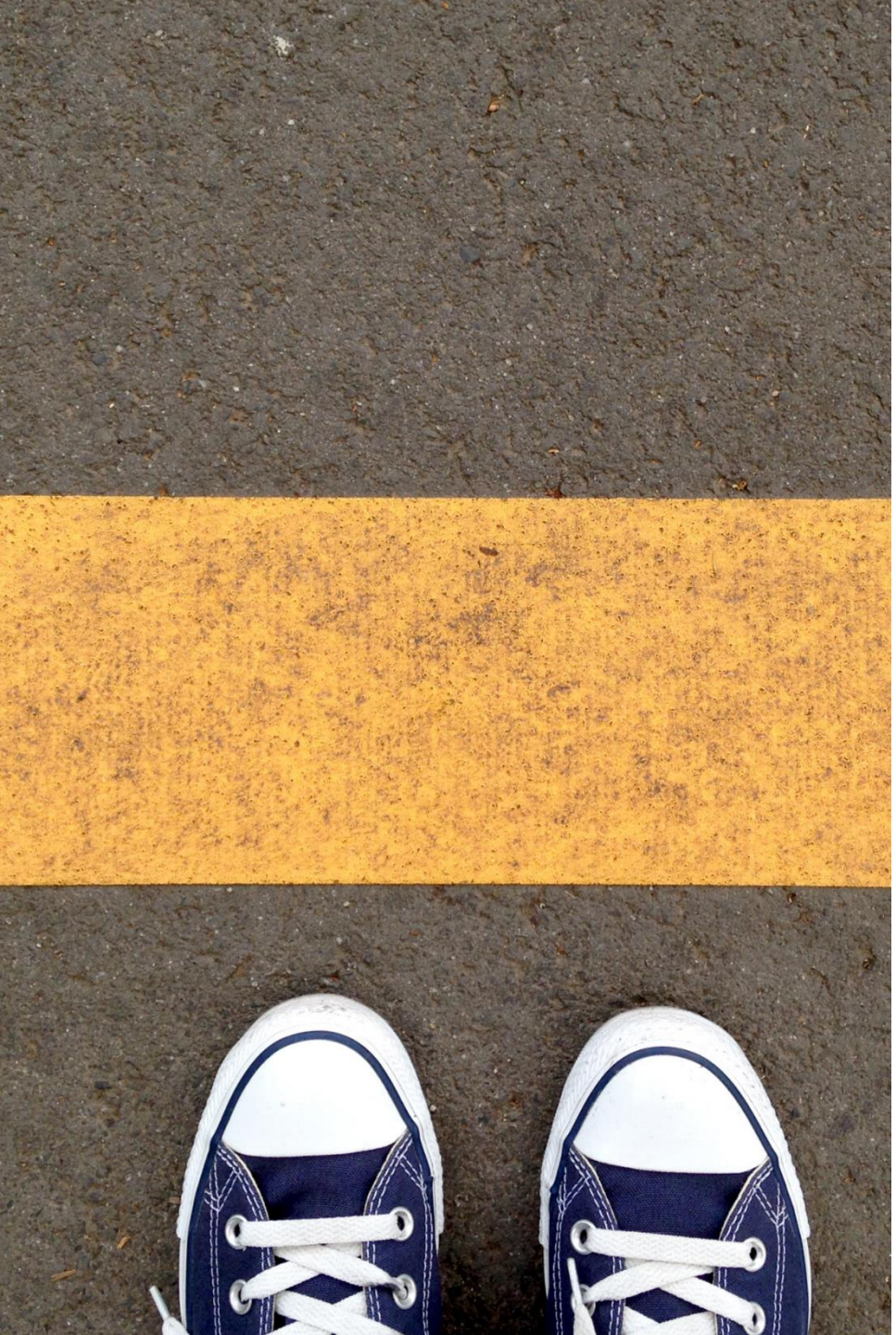
Be Expressive

Confidently expressing ourselves is a very valuable life skill that will not only benefit ourselves, but those around us as well.

Be Decisive

- Remain objective
- Recognize your needs and goals
- Avoid making assumptions





Anticipate Setbacks

Anticipating setbacks and the possible challenges that might arise is a key component to staying assertive, successful, and on the path to our goals.

Projecting Confidence

Projecting confidence is the key to an exceptional interaction. If we are presenting great ideas with a lack of control, then the message being delivered will not be strong or effective.



Interviews/First Impressions

- Smiling and a relaxed, calm expression
- Having a firm handshake
- Preparing and rehearsing interview responses

Networking

- Smile
- Keep a straight posture
- Make eye contact





Presentations

- Rehearse the presentation
- Listen to music before the presentation
- Be aware of body language

Virtual

- Prepare the information and speech in advance
- Arrive early to allow time to settle in





Overcoming Our Fears

- What would happen if I did not avoid this fear?
- What are the pros and cons of taking this risk?
- How can I overcome this fear?

Setting Goals

Goals give us drive and a sense of direction for our life path.





Identifying Strengths

What do I find most gratifying?

When am I able to perform my best?

What helps me boost my confidence?

Setting Personal Boundaries

Well-defined boundaries can demonstrate courage and assertiveness.





Positive Social Connections

Whether it is colleagues, friends, or family members, we all need to have people in our lives who believe in and empower us.



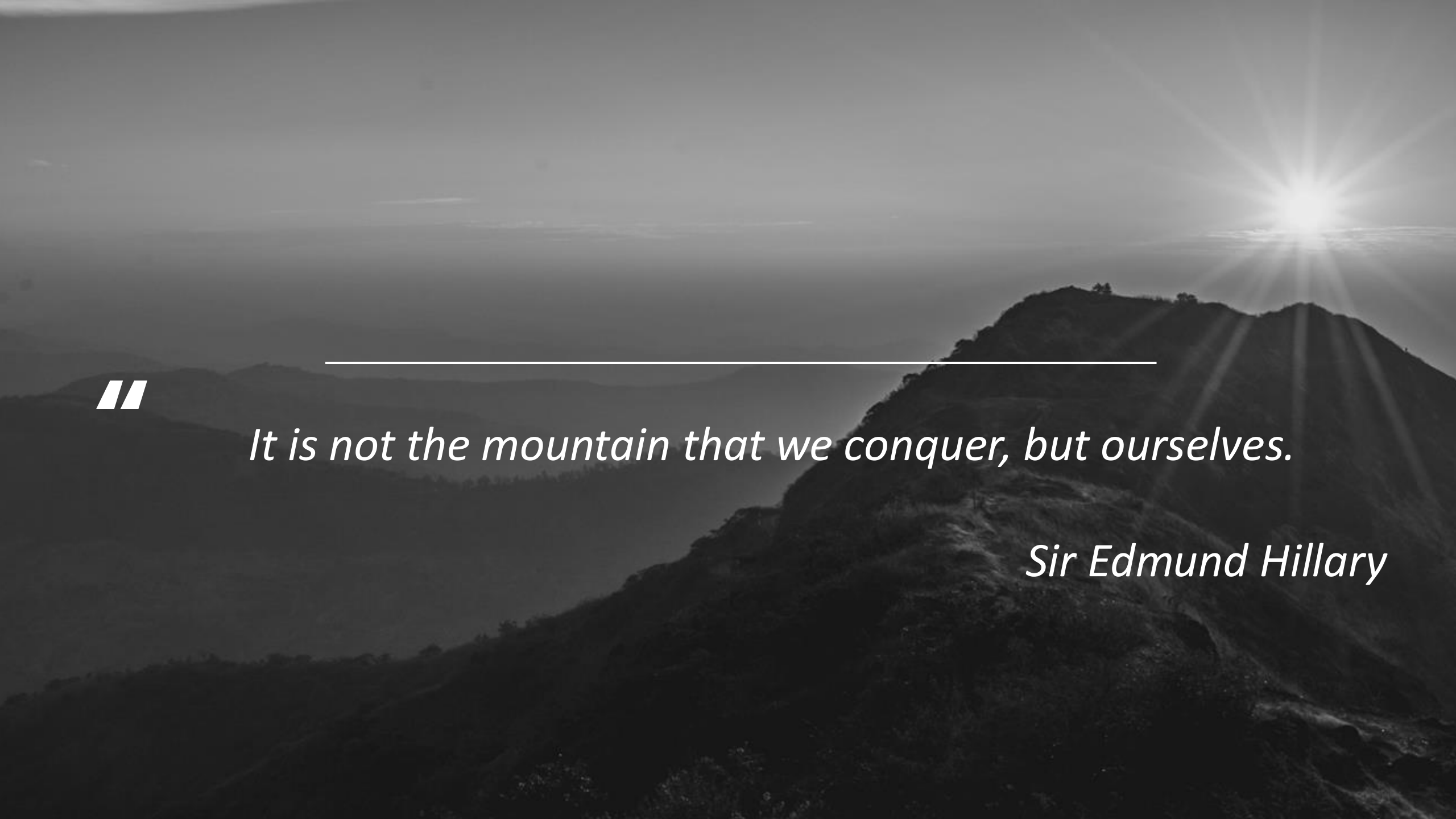
Confidence Charades

- Objective: Boost confidence through expressive communication and team support.
  - Groups of 3-4
  - Act without speaking
  - Rotate roles within group and use skills you learned today

Key Takeaways



Reflection


"
It is not the mountain that we conquer, but ourselves.
Sir Edmund Hillary