

Possible Titles for Session:

- ☘ Ten Steps to Gaining Confidence
- ☘ The Boost
- ☘ You can do it!
- ☘ I'm Worth It!
- ☘ I think I can...I think I can...
- ☘ Attaining Your Personal and Professional Best

Length of Session:

3 hours, including 2-ten minute breaks.

Sample "Sell" Segment:

Regardless of how smart they are or how much experience they have in their field, most professionals would admit that now and then their confidence wavers. Occasionally sweaty palms, worry about the "what ifs", sleepless nights, a case of the jitters, or worse... gets the best of them. But leaders rise to the challenge. They are always learning, growing, stretching, and changing. Growth means new situations and new challenges. If you are interested in learning how to feel confident whatever comes your way, this practical and interesting session is for you.

Who Would Benefit From This Session?

Anyone and everyone who strives to learn, who adapts to change, who rises to meet challenges, and anyone who wants to present him/herself with confidence would benefit from this session. Whether it's presenting your first keynote at the next company conference, making difficult decisions, or asking for a raise, you too, can learn to be more confident.

To Present This Session You Will Need:

- ⌘ Participant handouts
- ⌘ LCD projector and screen if you use power point
- ⌘ Lapel microphone
- ⌘ Classroom style set-up
- ⌘ 2–3 flip charts

History:



CONFIDENCE:

1 a : a feeling or consciousness of one's powers or of reliance on one's circumstances <had perfect confidence in her ability to succeed> <met the risk with brash confidence> b : faith or belief that one will act in a right, proper, or effective way <have confidence in a leader>

2 : the quality or state of being certain : CERTITUDE <they had every confidence of success>

3 a : a relation of trust or intimacy <took his friend into his confidence> b : reliance on another's discretion <their story was told in strictest confidence> c : support especially in a legislative body <vote of confidence>

4 : a communication made in confidence : SECRET <accused him of betraying a confidence>
synonyms CONFIDENCE, ASSURANCE, SELF-POSSESSION, APLOMB mean a state of mind or a manner marked by easy coolness and freedom from uncertainty, diffidence, or embarrassment. CONFIDENCE stresses faith in oneself and one's powers without any suggestion of conceit or arrogance <the confidence that comes from long experience>. ASSURANCE carries a stronger implication of certainty and may suggest arrogance or lack of objectivity in assessing one's own powers <handled the cross-

What is Confidence?

Think about someone you know who is an effective communicator, what characteristics/qualities does this person exhibit that made you think he/she is confident?

e.g., speaking comes easily to him/her

e.g., people seem to listen to him/her

e.g., he sounds so intelligent

e.g., she seems so sure/positive

e.g., I never have any questions after he is finished speaking

Try to recall a recent situation where you put your foot in your mouth or could somehow not get your message across effectively, why do you think that happened?

EXERCISE

Review the checklist below and see how effective your communication skills are:

Issue	Occurs often	Occurs sometimes	Never occurs
People listen to me			
People ask me to explain			
People ask me to repeat myself			
People don't respond to me the way I expect them to			
People don't respond to my emails the way I want them to			
People interrupt me			
I interrupt others			
I can hold the attention of others when I'm speaking			
People look confused when I speak			
People don't understand me			
Other:			

Note to trainer: The objective of this exercise is for participants to recognize that if on a regular basis, others don't seem to understand or respond to the participant's communication style, he/she may not be communicating confidently or with clarity. If more than one issue occurs often, or if the participant realizes that several issues apply to one person he/she regularly communicates with, there is a problem that needs to be addressed.

Trainer gives participants 7-8 minutes to complete the exercise and then indicates that confidence means different things to different people.