



Building Confidence and Assertiveness

GLOBAL COURSEWARE

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.

Workshop Objectives



- Define confidence and assertiveness
- Identify the characteristics of a confident individual
- Determine the barriers to success
- Identify ways to build confidence in others



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*Your success will be determined by your own confidence and
fortitude.*

Michelle Obama

MODULE TWO

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.

Types of Confidence

- Internal Confidence
- External Confidence



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



Signs of Low Self-Confidence

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- Being socially withdrawn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



Practical Illustration



- Defining Confidence and Assertiveness
- Types of Confidence
- The Benefits of Assertiveness
- Distinguishing the Styles
- Signs of Low Self-Confidence

Module Two: Review Questions

1. What is confidence?

A. The feeling of positive regard and belief in oneself

B. Feelings of inferiority, insecurity, and uncertainty

C. To take accountability for one's own actions

D. Feelings of superiority over another

Module Two: Review Questions

2. Assertiveness is all about dominance.

A. True

B. False

Module Two: Review Questions

3. What is internal confidence?

A. Confidence that comes from validation and feedback

B. How we view and feel about ourselves

C. The same thing as external confidence

D. Confidence that comes from praise, status, and how others perceive us

Module Two: Review Questions

4. Which of the following is *not* a benefit of assertiveness in the workplace?

A. Improved communication

B. Greater job satisfaction

C. Increased job turnover

D. Gained respect from others

Module Two: Review Questions

5. Which of the following is *not* one of the four basic styles of communication?

A. Assertive

B. Passive-assertive

C. Aggressive

D. Passive-aggressive

Module Two: Review Questions

6. Which style of communication includes expressing ideas and needs at the expense of others?

A. Passive

B. Aggressive

C. Passive-aggressive

D. Assertive

Module Two: Review Questions

7. The avoidance of disagreements may be an example of which style of communication?

A. Passive

B. Aggressive

C. Passive-aggressive

D. Assertive

Module Two: Review Questions

8. _____ communication is honest and direct with sharing thoughts, while maintaining respect to others.

A. Aggressive

B. Assertive

C. Reflective

D. Passive

Module Two: Review Questions

9. Which of the following can lead to low self-confidence?

A. Previous trauma

B. Career issues

C. Poor self-image

D. All of the above

Module Two: Review Questions

10. Which of the following is a sign of low self-confidence?

A. Unaccepting of compliments

B. Trusting personal judgment

C. Not worrying what others will think

D. Having an open mind



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Once we believe in ourselves, we can risk curiosity, wonder, spontaneous delight, or any experience that reveals the human spirit.

E.E. Cummings

Characteristics of Confidence

We all have the room for improvement when it comes to self-confidence, and building it is one of the best things that we can do to advance ourselves.



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.

Practical Illustration



- Self-Awareness
- Responsible
- Optimistic
- Courageous
- Humble

Module Three: Review Questions

1. Confidence is an innate trait that we are born with.

A. True

B. False

Module Three: Review Questions

2. _____ is the ability to monitor our inner world, including our own behaviors, thought patterns, and reactions.

A. Social awareness

B. Self-awareness

C. Self-belief

D. Criticism

Module Three: Review Questions

3. Which of the following will *not* help to improve self-awareness?

A. Keeping a journal

B. Identifying personal triggers

C. Hiding our weaknesses

D. Asking yourself questions

Module Three: Review Questions

4. We cannot always control when things go wrong, but we can control how we choose to respond to these situations.

A. True

B. False

Module Three: Review Questions

5. Confident people are _____ about new situations, challenges, and the future.

A. Optimistic

B. Pessimistic

C. Weary

D. Dreadful

Module Three: Review Questions

6. Which of the following is *not* true of optimists?

A. They recognize what is in or out of their control

B. They review their accomplishments

C. They will challenge their negative thoughts

D. They do not share their creativity with others

Module Three: Review Questions

7. Without _____, confidence may not be developed.

A. Courage

B. Doubt

C. Achievement

D. Support from others

Module Three: Review Questions

8. What do courageous people believe in?

A. Themselves

B. Their capabilities

C. Their values

D. All of the above

Module Three: Review Questions

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

A. Arrogance

B. Egoism

C. Humility

D. Conceit

Module Three: Review Questions

10. Humble confidence does not mean that someone has to declare their victory to others.

A. True

B. False



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To overcome fear is the quickest way to gain your self-confidence.

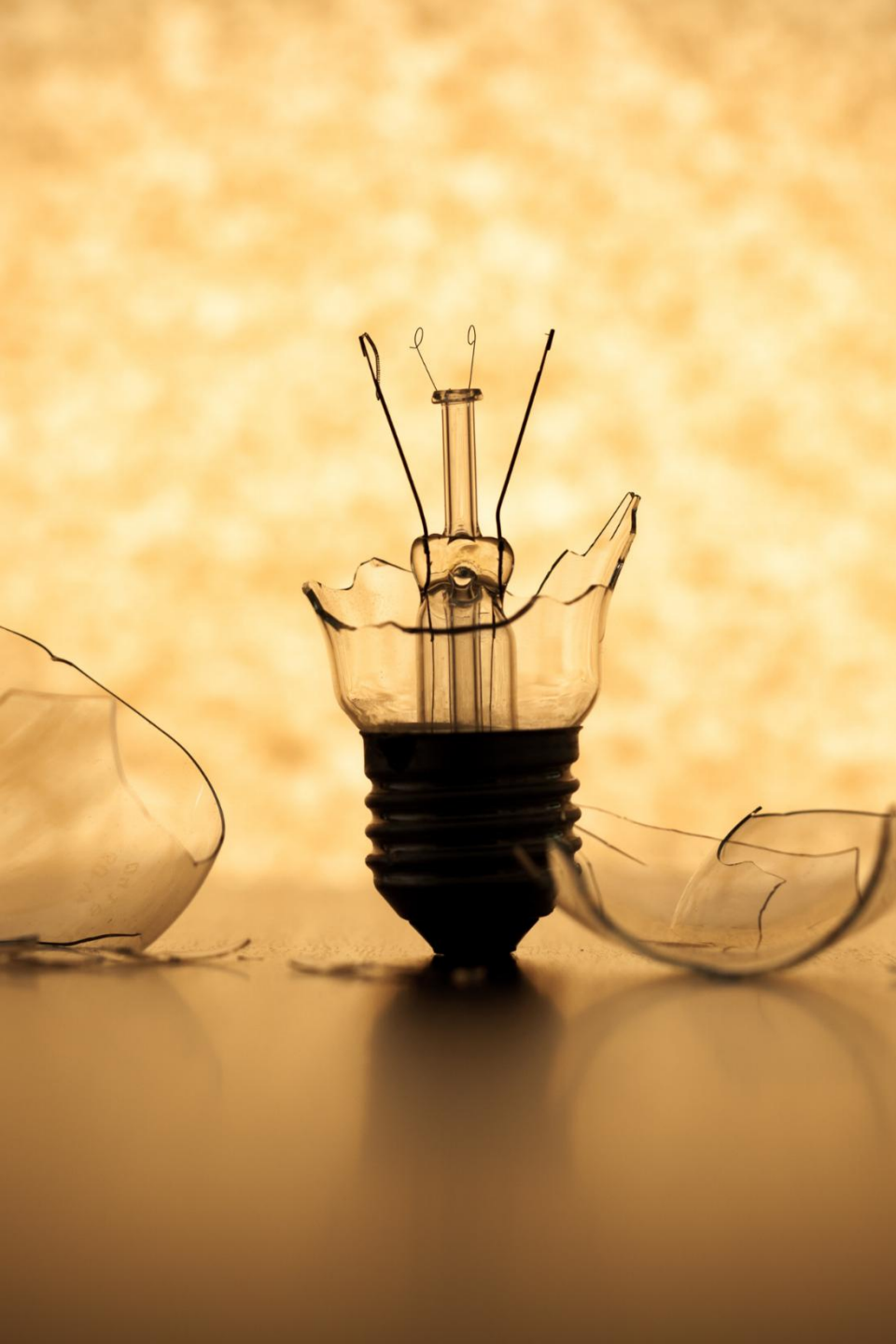
Roy T. Bennett

MODULE FOUR

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.



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.

Self-Doubt

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





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.

Practical Illustration



- Fear of Failure
- Self-Doubt
- Being Indecisive
- Comfort Zones
- The Harm of Comparison

Module Four: Review Questions

1. _____ can often be our biggest enemy of success.

A. Delegation

B. Collaboration

C. Fear

D. Planning

Module Four: Review Questions

2. Feelings of fear tend to be accompanied with _____.

A. Low self-confidence

B. Positive self-talk

C. Deep, calm breaths

D. Laughter

Module Four: Review Questions

3. _____ is a mindset that impedes our self-belief and moves us away from our goals.

A. Self-doubt

B. Confidence

C. Assertiveness

D. Humility

Module Four: Review Questions

4. Which of the following is *not* a sign of someone experiencing self-doubt?

A. A constant need of reassurance

B. Feelings of imposter syndrome

C. The ability to accept compliments from others

D. Feeling as though they are not good enough

Module Four: Review Questions

5. Which of the following may prevent us from making major decisions?

A. Overthinking

B. Weighing the pros and cons

C. Seeing things from another perspective

D. All of the above

Module Four: Review Questions

6. Indecision is not always bad, as it allows us to have more time to think about important decisions.

A. True

B. False

Module Four: Review Questions

7. _____ are psychological states that put people at ease and make them feel safe.

A. Happy zones

B. Comfort zones

C. Safety zones

D. Residential zones

Module Four: Review Questions

8. How can we allow our comfort zones to grow?

A. Welcoming uncomfortable emotions

B. Exploring things that may feel scary

C. Achieving our goals

D. All of the above

Module Four: Review Questions

9. Comparisons are very beneficial; they help us to move towards our aspirations and goals.

A. True

B. False

Module Four: Review Questions

10. _____ is what gives us the drive to get ahead in our careers.

A. Comfort

B. Lack of assertiveness

C. Lack of confidence

D. Confidence

A black and white landscape photograph of a fjord. In the foreground, a road winds along the edge of a steep, dark mountain slope. The middle ground shows a calm body of water reflecting the sky, with a small island or peninsula in the center. In the background, more mountains rise under a dramatic, cloudy sky. A thin white horizontal line is positioned above the main text.

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Each time we face our fear, we gain strength, courage, and confidence in the doing.

Theodore Roosevelt

MODULE FIVE

Powerful Tools

Ultimately, taking control of our self-confidence will help us to take control of our lives.



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.





Using Visualization

We can use visualization to constructively influence our goals, and shape how we feel about tackling challenging tasks.

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.

Practical Illustration



- Positive Rephrasing and Affirmations
- Morning Routines
- Using Visualization
- Meditation and Mindfulness
- Learn New Skills

Module Five: Review Questions

1. _____ are simple and effective ways to remove the negative thoughts that prevent us from achieving our goals.

A. Rewards

B. Affirmations

C. Competitions

D. Sharing our feelings on social media

Module Five: Review Questions

2. Which of the following is *not* an example of a positive affirmation?

A. I am a capable and competent person

B. I am powerful and in control

C. I am not deserving of this promotion

D. I am an example of motivation

Module Five: Review Questions

3. By showing compassion to ourselves, we can create a(n) _____ outlook for both our personal and professional life.

A. Unrealistic

B. Optimistic

C. Pessimistic

D. Neutral

Module Five: Review Questions

4. To start the day with confidence and optimism, it is helpful to create a list of _____.

A. Rules

B. Groceries

C. Hatred

D. Gratitude

Module Five: Review Questions

5. _____ is the practice of using one's imagination to help picture success.

A. Visualization

B. Yoga

C. Meditation

D. None of the above

Module Five: Review Questions

6. Which of the following steps is *not* included with visualization?

A. Determining the goal

B. Envisioning the scene and what the environment might look like

C. Not thinking about the goal until it is time to make it happen

D. Approaching the visualized situation with confidence

Module Five: Review Questions

7. _____ is the technique of gaining awareness of the present moment.

A. Journaling

B. Meditation

C. Socialization

D. Reading

Module Five: Review Questions

8. Since the world is continuously evolving, there are always new skills that can be developed.

A. True

B. False

Module Five: Review Questions

9. When we _____, we can confidently make more attentive decisions and gain mental strength.

A. Speed up

B. Slow down

C. Multitask

D. Work independently

Module Five: Review Questions

10. Which of the following will help a professional to gain knowledge on new skills?

A. Taking courses on specific skills

B. Attending a seminar

C. Seeking guidance from a mentor

D. All of the above



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*If we all did the things we are capable of doing, we would
literally astound ourselves.*

Thomas Edison

MODULE SIX

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

Practical Illustration



- Sounding Confident
- Using Body Language
- Questions and Curiosity
- Dressing the Part
- Tone and Audience

Module Six: Review Questions

1. It is not always what we are communicating that makes a difference, but rather *how* we communicate.

A. True

B. False

Module Six: Review Questions

2. Which of the following is an indication of nervousness while communicating?

A. Speaking clearly

B. Enunciating words

C. A quivering voice

D. Speaking with a smile

Module Six: Review Questions

3. What technique will help the speaker to avoid using filler words, such as “like” or “you know”?

A. Speaking faster

B. Pausing to gain clarity on their thoughts

C. Having a strong knowledge of the subject

D. Knowing the audience or listener beforehand

Module Six: Review Questions

4. Which of the following is *not* an example of confident body language?

A. Maintaining good eye contact

B. Having a strong handshake

C. Placing hands in pockets

D. All of the above

Module Six: Review Questions

5. How can someone demonstrate confidence through their posture?

A. Standing straight with an open stance and the shoulder back

B. Slouching with the shoulders drawn forward

C. Standing straight while crossing the arms

D. Squaring the shoulders in the opposite direction of the listener

Module Six: Review Questions

6. Which of the following strategies will demonstrate assertiveness?

A. Apologizing for asking a question

B. Waiting for after the conference or meeting to ask the question

C. Asking clarifying questions to learn information in more detail

D. Not showing an interest in what the speaker is saying

Module Six: Review Questions

7. Dressing for success involves all of the following, except:

A. Choosing a style that shows power

B. Feeling comfortable in an outfit

C. Sticking to a formal attire, no matter the event

D. Demonstrating our personalities through patterns and styles

Module Six: Review Questions

8. When presenting to an audience, it is best to avoid using inflection of the voice.

A. True

B. False

Module Six: Review Questions

9. When the speaker articulates a sentence as a question, it signifies that they are...

A. Confident in what they are saying

B. Consistent in their tone

C. Lacking information or looking for approval

D. Offering a chance for others to enter the conversation

Module Six: Review Questions

10. Which of the following practices will help the speaker get into the right mindset to project confidence?

A. Considering the audience or listeners

B. Considering the formality of the message being presented

C. Considering what tone of voice would be most important for the message

D. All of the above



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It is not the mountain that we conquer, but ourselves.

Sir Edmund Hillary

MODULE SEVEN

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.

Practical Illustration



- Learning to Say No
- Recognize Rights and Values
- Be Expressive
- Be Decisive
- Anticipate Setbacks

Module Seven: Review Questions

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

A. Passive

B. Assertive

C. Confrontational

D. Competitive

Module Seven: Review Questions

2. The ability to decline tasks or requests is a key factor in maintaining good communication and healthy workplace relationships.

A. True

B. False

Module Seven: Review Questions

3. When declining a request, it is required to give a lengthy explanation of why it cannot be done.

A. True

B. False

Module Seven: Review Questions

4. _____ provides a basis for confidence and how we can protect our boundaries.

A. Fear

B. Aggressive behavior

C. Self-belief

D. Failure

Module Seven: Review Questions

5. Feeling comfortable communicating personal needs in the workplace _____.

A. Comes naturally

B. May take time

C. Is not necessary

D. Is not worth it

Module Seven: Review Questions

6. Which of the following reasons may cause an individual to feel anxiety about speaking up?

A. The fear of conflict

B. Apprehensive to sharing ideas

C. The fear of being talked over

D. All of the above

Module Seven: Review Questions

7. Oftentimes, _____ can be a sign of insecurity or lack of control.

A. Overthinking

B. Being expressive

C. Self-belief

D. Maintaining eye contact

Module Seven: Review Questions

8. _____ can lead to a loss of profits, or missed business opportunities.

A. Personal boundaries

B. Being decisive

C. Visualization

D. Indecisiveness

Module Seven: Review Questions

9. Which of the following will *not* help us in making confident decisions that demonstrate assertiveness?

A. Recognizing our needs and goals

B. Remaining objective

C. Making assumptions

D. Evaluating an outcome

Module Seven: Review Questions

10. An assertive individual does not always know everything, but they do know when they must take ownership over an issue.

A. True

B. False



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The best gifts are never given, but claimed.

Warren Ellis

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





Meetings

- Prepare in advance
- Be honest
- Take initiative

Practical Illustration



- Interviews/First Impressions
- Networking
- Presentations
- Virtual
- Meetings

Module Eight: Review Questions

1. Projecting confidence to others is often just as important as having the qualifications needed for the job.

A. True

B. False

Module Eight: Review Questions

2. To demonstrate confidence in a first impression or interview, it is important to have a _____ handshake.

A. Weak

B. Limp

C. Long

D. Firm

Module Eight: Review Questions

3. _____ can be very beneficial for one's career; it can lead to new connections and opportunities.

A. Accounting

B. Demotion

C. Networking

D. Low self-confidence

Module Eight: Review Questions

4. Talking excessively during a networking event will improve and project confidence.

A. True

B. False

Module Eight: Review Questions

5. The first _____ of the presentation are the most important.

A. 30 seconds

B. 10 minutes

C. 30 minutes

D. 60 minutes

Module Eight: Review Questions

6. Which of the following is *not* an effective technique to help an individual gain confidence for a presentation?

A. Rehearsing the presentation

B. Listening to upbeat music before the presentation

C. Being aware of body language throughout the presentation

D. Focusing on feelings of nervousness and anxiety during the presentation

Module Eight: Review Questions

7. Which of the following is advisable for room lighting during a virtual meeting?

A. Having bright overhead lights

B. Having natural sunlight, with a window in front of the speaker

C. Having natural sunlight, with a window behind the speaker

D. Having direct sunlight

Module Eight: Review Questions

8. It's helpful to arrive at a virtual meeting right on time to avoid the onset of nervousness.

A. True

B. False

Module Eight: Review Questions

9. When is the best time to enter the conversation during a meeting?

A. At the end of the meeting

B. In the middle of the meeting

C. At the beginning of the meeting

D. When you disagree with a coworker's input

Module Eight: Review Questions

10. If we do not know the answer to a question during a meeting, it is best to:

A. Be honest of the uncertainty

B. Pretend to know the answer

C. Avoid the question

D. Redirect the conversation

A wooden boardwalk made of weathered planks winds through a misty, grassy landscape. The path curves from the bottom left towards the center of the frame. The background is a soft, greyish mist, and the grass is dark and textured. A thin white horizontal line is positioned above the main text.

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Courage is resistance to fear, mastery of fear, but not absence of fear.

Mark Twain

MODULE NINE

Personal Empowerment

Empowerment is what gives us courage to take control over our lives. It's reliant on the mindset that we have.



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.

Practical Illustration



- Overcoming Our Fears
- Setting Goals
- Identifying Strengths
- Setting Personal Boundaries
- Positive Social Connections

Module Nine: Review Questions

1. Essentially, it is an individual's _____ that will determine whether they will reach their goals, or conquer challenges.

A. Social group

B. Job position

C. Mindset

D. Age

Module Nine: Review Questions

2. The best way to overcome our fears is to ignore them.

A. True

B. False

Module Nine: Review Questions

3. What will help to give us drive and a sense of direction?

A. Employee manuals

B. Social comparison

C. Guidelines

D. Setting goals

Module Nine: Review Questions

4. We can identify our strengths by highlighting our _____ attributes.

A. Positive

B. Negative

C. Potential

D. Quantitative

Module Nine: Review Questions

5. As we focus on our strengths, it is valuable to consider the following questions, except:

A. What do others value about me?

B. When am I able to perform my best?

C. What strengths do those around me have?

D. What do I find most gratifying?

Module Nine: Review Questions

6. Setting and maintaining healthy boundaries will _____ confidence.

A. Decrease

B. Increase

C. Have no effect on

D. Hinder

Module Nine: Review Questions

7. When we _____ communicate our boundaries, we are more likely to remain in control of the situations around us.

A. Assertively

B. Aggressively

C. Passively

D. Quietly

Module Nine: Review Questions

8. Positivity is contagious, whereas pessimism is not.

A. True

B. False

Module Nine: Review Questions

9. How do positive people influence others?

A. They inspire others to be the best version of themselves

B. They help others gain personal development

C. They help build confidence in others

D. All of the above

Module Nine: Review Questions

10. Which of the following will *not* help to build personal empowerment?

A. Setting goals

B. Identifying our strengths

C. Avoiding feedback from others

D. Setting personal boundaries



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No one can make you feel inferior without your consent.

Eleanor Roosevelt

Handling Difficult Situations

Maintaining a good composure and displaying self-confidence will help us to slow down and think thoroughly when diffusing situations.



Delivering Criticism

- Be timely, specific, and realistic
- Keep the end goal in mind
- Make a conscious effort to follow up

Receiving Criticism

It's not uncommon for people to let criticism question their authority, worth, and power.





Dealing With Aggressive Behavior

Remaining calm

Using assertive communication

Showing empathy

Dealing With Passive Behavior

Being able to remain assertive when dealing with non-assertive behaviors is a valuable skill to have in the workplace.





Negotiating

- Approach the negotiation like a conversation
- Be firm, without being rude
- Remain focused on the objective

Practical Illustration



- Delivering Criticism
- Receiving Criticism
- Dealing With Aggressive Behavior
- Dealing With Passive Behavior
- Negotiating

Module Ten: Review Questions

1. _____ is incredibly valuable in the workplace; it clarifies certain expectations and helps to improve performance.

A. A strict policy

B. Multitasking

C. Micromanaging

D. Feedback

Module Ten: Review Questions

2. Delivering good feedback does not involve jumping to conclusions or making quick assumptions.

A. True

B. False

Module Ten: Review Questions

3. Which of the following is *not* effective when receiving criticism?

A. De-personalizing negative feedback

B. Becoming defensive or giving excuses

C. Showing appreciation to the individual delivering the criticism

D. Assessing the feedback prior to responding

Module Ten: Review Questions

4. When receiving criticism, it is important to view it as a learning opportunity, rather than a barrier.

A. True

B. False

Module Ten: Review Questions

5. When dealing with aggressive individuals, it is best to respond _____ to avoid escalating the situation.

A. Aggressively

B. Assertively

C. Passively

D. With hostility

Module Ten: Review Questions

6. Which of the following is a constructive technique to confidently deal with aggressive behavior?

A. Using aggressive communication

B. Being reactive, rather than proactive

C. Ignoring the individual

D. Remaining calm and grounded

Module Ten: Review Questions

7. What is typically the goal for passive-aggressive behavior?

A. To elicit emotional responses from others

B. To show empathy during tough situations

C. To avoid conflict and hide personal feelings

D. To create a win-win situation

Module Ten: Review Questions

8. Passive-aggressive people are often _____ with their communication.

A. Direct

B. Honest

C. Indirect

D. Confident

Module Ten: Review Questions

9. How can we prepare in advance for a negotiation?

A. Determining our desired outcome or goal

B. Asking questions related to what might unfold during the process

C. Identifying timelines and perspective angles

D. All of the above

Module Ten: Review Questions

10. When negotiating, it is not necessary to see things from the opposing side's perspective.

A. True

B. False



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Whether you think you can or think you can't, you are right.

Henry Ford

MODULE ELEVEN

Building Confidence in Others

Inspiring confidence within a team will help to create a stronger and more engaged team.



Listen to Learn

- Being fully present in the conversation
- Demonstrating active and reflective listening
- Validating any feelings that are being shared

Celebrating Successes

- Thanking the individual for their great contributions
- Complimenting their work style or specific ideas





Embrace Failure

To build confidence in others, it's important to show understanding in failure.

Delegate Important Tasks

Delegating is a great way to assist others in their personal development and empowerment.





Value Opinions

To help others feel more self-confident, it is not only important to listen to what they have to say, but also express *value* for what is being said.

Practical Illustration



- Listen to Learn
- Celebrate Successes
- Embrace Failure
- Delegate Important Tasks
- Value Opinions

Module Eleven: Review Questions

1. Successful people _____ those around them.

A. Belittle

B. Look down on

C. Empower

D. Take control over

Module Eleven: Review Questions

2. Which of the following will *not* help a team member to feel heard?

A. Being fully present in the conversation

B. Offering confidential surveys to people

C. Validating feelings that are shared

D. Passive listening

Module Eleven: Review Questions

3. What is the effect of celebrating the accomplishments of a team member?

A. It will instill a feeling of pride and self-assurance

B. It encourages employees to do more of their appreciated acts

C. They will continue to strive for a valued work performance

D. All of the above

Module Eleven: Review Questions

4. Which of the following is *not* a valuable way to celebrate the success of others?

A. Withholding the success from the team

B. Complimenting their work style

C. Thanking the individual for their great contributions

D. Sharing the individual's successes with the team

Module Eleven: Review Questions

5. To build confidence in others, it's important to show understanding in failure.

A. True

B. False

Module Eleven: Review Questions

6. Failure should be viewed as a(n) _____.

A. Final result

B. Learning opportunity

C. Negative

D. Obstacle

Module Eleven: Review Questions

7. _____ offers a shift of the authority onto others to tackle responsibilities and important decisions.

A. Delegation

B. Micromanagement

C. Blame

D. Feedback

Module Eleven: Review Questions

8. Micromanagement will have a positive effect on someone's confidence and sense of capabilities.

A. True

B. False

Module Eleven: Review Questions

9. Which of the following is *not* an effective way to show others that we value their opinion?

A. Asking for input with a company decision

B. Encouraging the sharing of ideas

C. Taking credit for the idea

D. Giving commendation when a meaningful suggestion is made

Module Eleven: Review Questions

10. Which of the following will *not* aid in building confidence in others?

A. Effective listening

B. Delegating important tasks

C. Celebrating their accomplishments

D. Constantly checking in

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to Building Confidence and Assertiveness is just beginning.



Words From the Wise

*Confidence is contagious.
So is lack of confidence.*

- Vince Lombardi

*Confidence is always the
best accessory. Own the
moment. Own your space.*

- Andrena Sawyer

*One important key to
success is self-confidence.
An important key to self-
confidence is preparation.*

- Arthur Ashe

*Don't let others put
thoughts into your mind
that takes away your self-
confidence.*

- Katori Hall