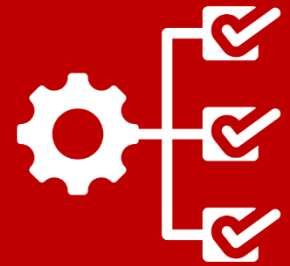


# Building Confidence and Assertiveness

## Quick Reference Sheet



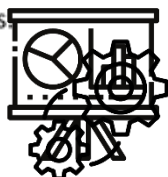
### Understanding Confidence

The way we interact with the world around us is strongly influenced by our self-beliefs. Building confidence and assertiveness is a process that develops over time and through personal life experience. Self-confidence often comes from successful experiences; accordingly, it will also lead to achieving additional successful experiences. There's great value in being able to place healthy boundaries on our professional and personal lives. It allows us to gain more control of the situations we are faced with each day, and maintain a positive attitude. Without confidence, it can be difficult to focus on future successes and personal development. Confidence and assertiveness are skills that are important for everyone.



### The Benefits of Assertiveness

Adopting an assertive mindset has many great opportunities and benefits. Assertiveness comes with a sense of empowerment, as well as the chance to be in a position of equality. It encourages individuals to work alongside one another in a healthy and constructive manner. Assertive communicators display confidence in leadership roles, while remaining empathetic to those around them. They are able to communicate their needs with authority and ensure others receive their needs as well. Confidence and assertiveness are significant factors in building a productive, respectful, and successful team. With time and commitment, everyone is capable of building assertiveness and confidence skills.



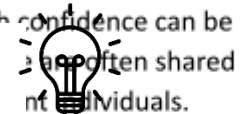
and boundaries; setting and  
se confidence. Well-defined  
ss. A perso  
means to p  
individual, but rather offer an  
lives. When we assertively  
remain in control of the situations  
boundaries will help to build

### Characteristics of Confidence



People often believe that confidence is an innate trait that we are born with; we either thrive with it, or lack it. However, confidence is not something that we are born with- it's something that we can build for ourselves. 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. Confident communicators have a variety of skills that they use to reach success, even during challenging circumstances. Developing these skills will substantially improve our personal and professional lives in many ways. Although confidence can be

- Self Awareness



- Responsible



- Optimistic



- Courageous



- Humble



## Setting Personal Boundaries



### Presentations

Presenting with confidence is a skill that is valuable to everyone- no matter their job title or industry. Presentations can be nerve-wracking for many people, and it's easy to feel overwhelmed before standing in front of a group of people. Projecting confidence during a presentation is a leading factor to creating a positive and lasting impression on the audience. The audience will be quick to form opinions on how an individual sounds and appears. If the presenter is not confident in their own abilities, it can be difficult for others to be confident in their abilities. When someone looks and feels confident, they'll communicate this confidence onto others. The first 30 seconds of the presentation are the most important. After a strong start, it is easier to continue with confidence.

The following practices are effective techniques to help an individual display confidence in their presentation:

- Rehearse the presentation
- Listen to music before the presentation
- Dress to impress
- Speak confidently
- Keep a positive outlook

### Learning to Say No

In a fast-paced business world, it's common to become overwhelmed with work tasks and deadlines. When this happens, it's critical to remember the importance of a healthy work-life balance. Assertive individuals understand the value of boundaries and being able to say *no*. The ability to decline tasks or requests allows for more control over one's personal time, and is a key factor in maintaining good communication and healthy workplace relationships. Continuously saying yes will lead to additional pressure and unrealistic expectations. Assertiveness is about saying no when we do not have the time, unable to perform the task, or if it is against our beliefs.

Learning how to say no is a very helpful life skill for everyone. Oftentimes, people fear saying no because they have unclear boundaries, wish to avoid conflict, or believe they are being disrespectful. It should be done with firmness and confidence, as well as honesty and politeness. Saying no does not require a lengthy explanation. The message can be reinforced through eye contact, and if possible, suggesting an alternative to the requesting action. Ultimately, this assertiveness will result in a gain of power and control over our lives.