

Self-Confidence

Why?

- If organisations are to capitalise on the skills and talents of their people, it is important that individuals are equipped to deal with the changing work environment. Confidence is an essential requirement of today's workplace.
- A key characteristic of effective leadership is the ability to arouse enthusiasm in people. If you are genuinely self-confident, your **enthusiasm and positive approach** will rub off on the people around you. This helps to create a healthy and productive working environment and encourages employee engagement. If people honestly believe in you and your capability, they will follow you.

What?

- **Self-confidence:** Sureness about one's self-worth and capabilities. It differs from arrogance which is when your self-confidence is overplayed. What we think drives the way we feel and, in turn, our feelings drive our actions. Therefore, your personal confidence can be built by greater self-awareness of your thinking styles and emotions, supported by skills practise. The more effective the behaviour, the better the result and the more this reinforces the new behaviour.

How?

- Present yourself with self-assurance; have 'presence' and create an impact, develop your own personal 'brand' (what image would you like to project?)
- Identify your personal values – determine what's important to you
- Be a great listener, spend time focusing on the other person and ask open questions
- Voice views that are unpopular and go out on a limb for what is right
- Be decisive, make sound decisions despite uncertainties and pressures
- Display assertive behaviour by stating your opinion, ideas, feelings and needs - clearly and directly – and listening with empathy
- Know your strengths and how to deploy them
- Be consistent
- Be genuine and authentic – tell others about your successes and demonstrate humility when you get it wrong (as we all do on occasions)
- Undertake an emotional 'cost/benefit' analysis
- Keep a 'worry book' to learn new ways of dealing with anxiety-provoking situations
- 'Future map' what personal success looks like for your goals
- Identify what is within your control and responsibility and what is not

Resources?

Emotional Intelligence, Daniel Goleman (several books on this subject)
Confidence, Rob Yeung, 2008