

FACEWORK SKILLS CHALLENGE



STAYING CONFIDENT

WHAT IS THIS SKILL?

Confidence is so important in the workplace, especially when you start a new job. But how do you build and sustain your self-confidence when there are challenges and setbacks? This Challenge gives practical advice about how to gain and keep your confidence at work.

IS CONFIDENCE TAUGHT OR CAUGHT?

It's hard to say!
If you grew up being given responsibility and encouragement you may be more confident, but equally we learn from experience, mistakes, and from others throughout our lives.



The reason that growing and staying confident is important is that we can easily have our confidence shaken, especially when we start work or begin an enterprise. We must do all we can to learn both how **to grow our confidence**, but also how to **act confidently and appear confident**, even when we don't feel it! This is about acting – and there are some useful techniques you can learn, as we will show you in this Challenge.

To begin, rate yourself as to how good you are at



SELF MANAGEMENT

Rate yourself



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering

Staying Confident



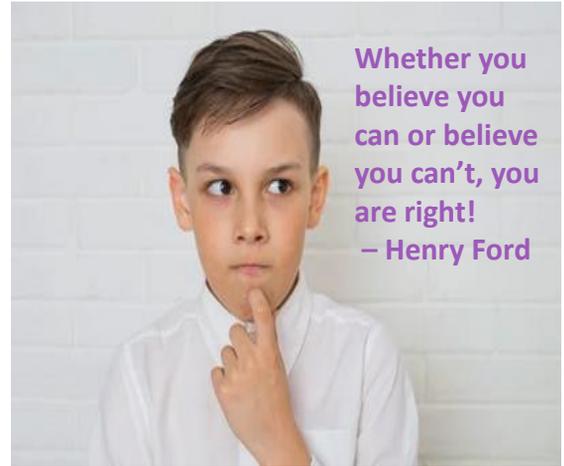
ARE YOU READY TO GROW YOUR CONFIDENCE FOR WORK?





WHY THIS SKILL IS VITAL FOR WORK

Think of someone you know who is very confident. It's easy to say, *"I will never be like that person."* But your **attitude** towards improving your confidence is crucial. As Henry Ford said, *"Whether you believe you can, or believe that you can't; you are probably right"* Having a positive mindset and **believing** you can become confident is crucial.



EVERYBODY EXPERIENCES 'IMPOSTER SYNDROME'

If you have just started or been promoted to a new role you can easily feel like an 'imposter' and fear that you don't have the skills or experience you need for the job. Then there is the risk of things going wrong which could lead us to feel humiliated. Sometimes we feel intimidated by others who are more experienced and confident. Don't worry, these feelings are common and most people experience a loss of confidence or imposter syndrome at some stage in their working lives.

Anupriya who works for Facework says,

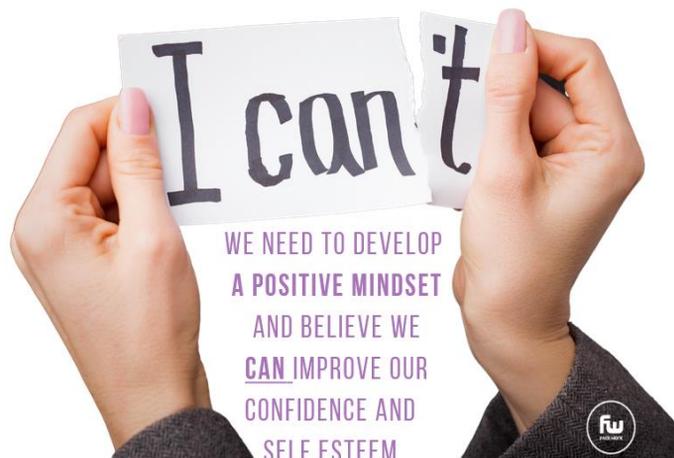


"Employers need staff who can work independently, make decisions on their own and create business opportunities within the workplace. Workers who are confident with team members and customers make a business."

You may not have the confidence you need because you haven't been given clear targets or outcomes for your work or don't have the necessary resources and time to do each task. If this is the case you need to speak up and get clarification and advice. A good employer will know how to support you in gaining confidence. Finding a buddy or mentor to guide you is also valuable."

Successful business are able to project an image of professionalism and confidence. If staff can't mirror this they could be assigned a more 'back-room' job, out of sight.

So it's important to work on your confidence, observe and learn from others who are more self-assured. Most importantly, ask for help and practise confidence-boosting techniques outlined on the following pages.





It's easy to feel inferior if you lose your confidence, especially if this happens in front of others. However, we can learn from these experiences. Building your confidence in your private life affects how you approach work and your relationships with others. Answering these 4 questions will help you in your personal life.

1) When was the last time you totally lost your confidence?

- What was the worst thing that happened?
- What did you learn from the experience?
- What would you do another time if this happened?
- Was it really as bad as you felt ?
- Did you get any feedback ?



"Once you realise there is life after making a mistake you gain a self-confidence that never goes away."
Bob Schieffer

2) When am I most confident ?

- What picture comes to mind?
- Who are you with and what are you doing?
- What clothes are you wearing?
- Have you got a photo of yourself looking confident?
- Can you take this image/feeling with you to work ?



3) When did I last talk to someone about confidence?

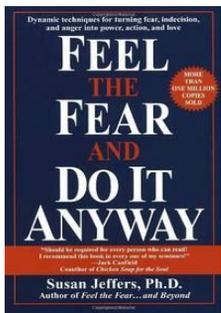
- Who do you know who is confident?
- What could you do to copy their behaviour?
- Can you ask them how they grew their confidence?
- Could you ask them to mentor or coach you?
- Have you ever helped someone with their confidence?



4) What strategies work for you in building your confidence?

- Do you keep a personal diary or record of your achievements?
- Do you understand the importance of getting help for stress, anxiety or bad relationships? These things can all impact on your confidence and how you view yourself so it is important to get professional support.
- What books have you read about building confidence?

This is a great book which has helped many build their confidence and overcome their fear.



One of the practical things you can do to build your confidence is look back on what you could not do a few years ago, which you now can. E.g. "A few years ago I could never have volunteered an answer in class, now I am much more confident, even if I get things wrong."

How do you start building your confidence ?

**"FAKE IT
TILL YOU
MAKE IT!"**

OR BECOME IT!

**# CONFIDENCE
LEARNING BY DOING
IMPOSTER SYNDROME
NOTSOSCARED**



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When you start trying to grow your confidence you have to have a growth mindset which says *"I believe I can become more confident."* But this isn't just believing this in theory, you have to do it in practice and act like you are more confident. To start with it can feel like you are 'faking' it! But as you begin to try you get good.

Here are 5 **Ps** to practice:



Posture

*Stand tall
and have
good eye
contact*



Pretend

*Practice
powerful
poses in the
mirror*



Passion

*Show your
passion for
something.*



Praise

*Give yourself
praise and get
positive
feedback*



Persistence

*Keep trying
and don't
give up*



There is a brilliant talk by Amy Cuddy on the TED channel about body language and how small changes can make a big difference to your confidence. Search for Amy Cuddy at <https://www.ted.com/>



How can I master this skill?

We have identified 5 actions which will help you grow and keep your confidence

1 Learn to accept yourself



- **Understand where you have come from, and who has influenced you.**
Think about whether you are naturally an introvert or extrovert. Introverts can be equally confident leaders. Try to give up the need for approval and distance yourself from those do.
- **Play to your strengths and prioritise developing the skills you already have.**
You will gain confidence in improving in things you are already good at, rather than struggle at things you find harder. Seek improvement, not perfection.
- **Discover and then grow your unique Character Strengths.**
See Character Strengths worksheet and video www.youtube.com/watch?v=U3nT2KDAGOc
- **Consciously smile more and look people in the eye every time you speak.**
This can make a big difference to how people view you.
- **Recognise that how you dress and present yourself reflects your confidence.**
Get advice from close friends about what clothes, makeup or hair style suit you.
- **Learn how to share your story or tell a good joke.**
Practise , each time extending the circle of people you talk to.

2 Observe Behaviour



The next piece of advice is to imitate the behavior of those who have good self-confidence. It may appear that you think that those more confident were born confident, but this may be because they had confident role models growing up, where they learnt confidence-building behaviors. Here is an activity to help you start to imitate and learn from others.

Think of 3 people your own age and who you know have good self-confidence. Think

- How do they display their confidence ?
- How do they talk, dress, interact with people?
- Do they listen well to others ?
- What is the one thing you could do to copy them ?

3 Initiate new action



Initiating a new action can really boost your confidence. For example:

- Offer to help someone with their homework.
- Volunteer to serve someone or advocate for a good cause.
- Start a survey to understand what is needed in your community.
- Offer to help a member of your family with something practical.

When you take initiative you begin to show leadership credentials and every positive step you take, helps build your confidence.

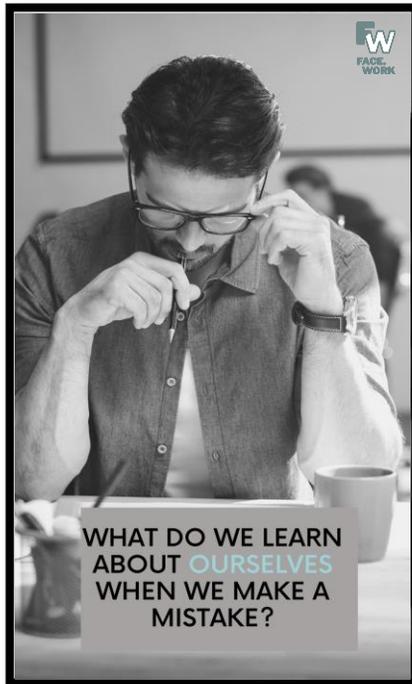
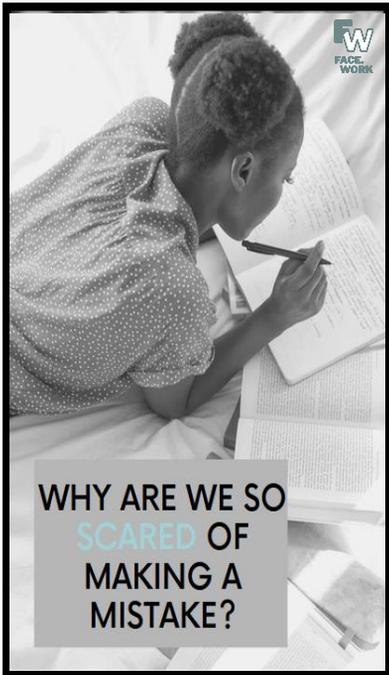
4 Learn from mistakes



Most people find it difficult to admit making mistakes, but making a mistake can really knock our self-confidence, It's important to embrace our mistakes in order to learn. Here are ways we can grow:

- Acknowledge your errors and own up immediately.
- Saying sorry humbly is really important, taking responsibility for the mistake.
- Show what you have learnt from a mistake, this turns a negative into a positive.
- Make it harder to make the same mistake again. Identify why it happened and pay special attention to small errors.
- Share your new-found wisdom! People will be really interested in how you overcame and learnt from your mistakes.

Growing our confidence by learning from mistakes



Your answers:

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“Many of us can feel a deep sense of shame from the mistakes we have made.

But shame can begin to fade if we are honest with ourselves and able to re-frame the negative feelings and turn these into positive actions which help others not to make the same mistakes.

Your authenticity has power. As you help others you begin to grow and accept yourself.”

FLIP
YOUR
THINKING



What words are you going to throw away to help you grow your confidence?

Eg. Can't,



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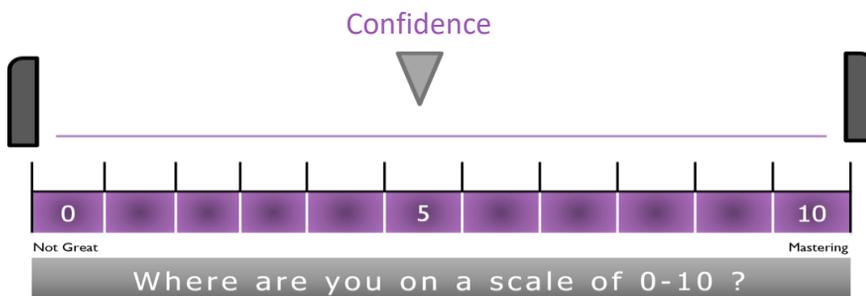
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GROWING YOUR CONFIDENCE

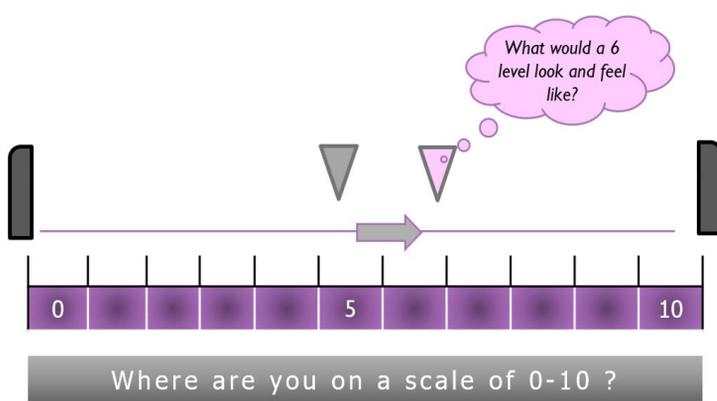
Here is a simple exercise you can use to help measure your growth in an area, notice the improvement and build your confidence.

SCALING

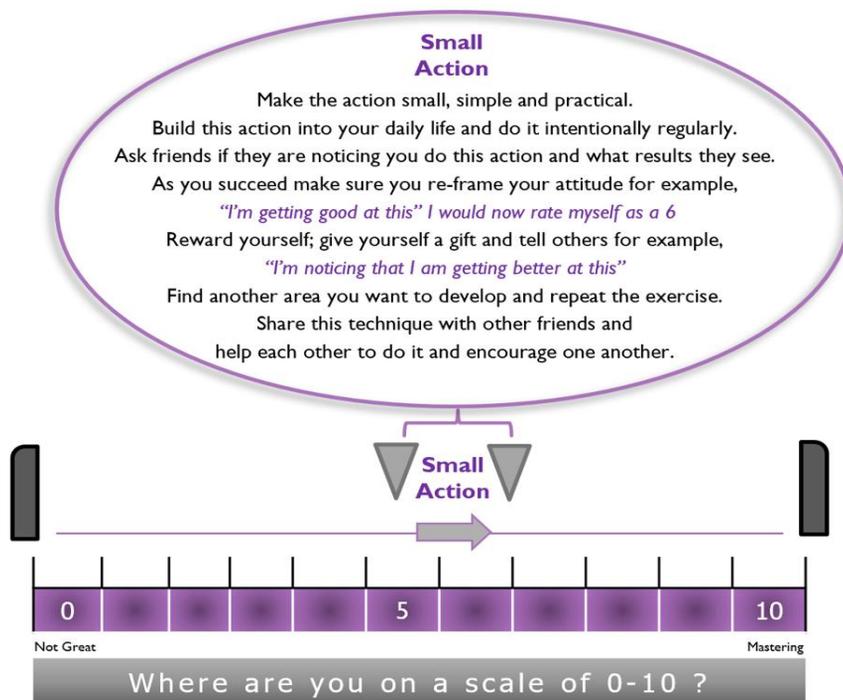
- 1) First identify an area in your life where you feel you aren't very confident. It can be a small thing, for example, being good at introducing yourself to a stranger, or putting your hand up in the classroom to volunteer an answer to a question.
- 2) Secondly plot yourself on this scale (below) as to where you think you are currently in this area. Be honest? If for example you rate yourself as a 5, think why is it not a 6 or a 4.



- 3) Third , try to imagine and picture what you would be doing if you were operating at one point above in this scale area ? Eg if you scored a 5, what would a 6 look like? (Try to imagine, what would you be doing, feeling differently, with a higher level of confidence?



- 4) Next think of one small action which you can take which would lead to you gaining confidence and moving up the scale.



This technique is used in Solutions-focused Brief Therapy, see <https://solutionfocus.ed.net/what-is-solution-focused-therapy/>

Scaling can be very helpful as it directs you to think about a solution, not the problem. Even a small step in a positive direction is important, but what is equally important is that you NOTICE the result. This is the motivation you need and will give you the encouragement to see it through.

The good news is that no-one is really at 10 all the time! So getting to 7 or 8 is brilliant. Finally, practise saying:

"I'm noticing that I'm growing in my self-confidence"



Using the word '**noticing**' is powerful. It moves the focus from "I feel" (which can be subjective and subjective) to a more objective state. It really is true if you believe that you can, you can.



Staying Confident Challenge:

In this challenge we want you to build up the confidence of 3 other people you know and in return you will find that your own confidence grows too.

Research and plan

Hopefully by now you will have recognised how confidence grows. You now need to choose 3 people that you are in regular contact with over the course of an average week, either online or in person. For each person you need to make a few notes on them about what you think makes them tick, what makes them proud and what challenges they currently face.

Get active

Now the tough part. When you next see that person you need to compliment them, but it cannot be something that they already know about themselves – that’s just flattery. Try to hit the target by recognising something good about them or about the positive impact they have had on you or someone else. You can tell them face to face or even write an anonymous note and leave it for them to find. Now sit back and see what happens.

Review your work

It’s likely your comments will boost their confidence and they might start acting in a different way, or doing more of what you complimented them on. You might also find that they in turn began to do the same for you. Either way, your confidence will grow more and more as you practise this skill.

Finally

One of the most important ways we gain in confidence is when we give to others, not necessarily financially but through advice, encouragement and support. The India spiritual leader, Dada Vaswani says ***The best exercise for the heart is to reach down and lift as many as you can***

Researchers have also recognise that giving improves your mental health and well-being which in turn can boost your self confidence, mood and outlook on life. An act of kindness can improve feelings of confidence, being in control, happiness and optimism. It is also contagious and may encourage others to repeat the good deed that they’ve experienced themselves – contributing to a more positive community.



Now reflect on what you have learnt. How would you rate yourself now ?



SELF MANAGEMENT
Rate yourself



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering

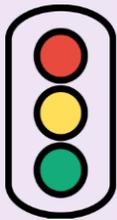
Staying Confident



LEARNING BY DOING



1. To continue with my growth **Staying confident** what am I going to...



stop doing?

continue doing?

start doing?

2. Who is going to help me keep on track?

.....

3. How will I see the difference?

one week

one month

one year.....



4. Who will I share my knowledge of this skill with?



.....



5. Which Character Strengths will I need? Highlight them below!

Appreciating Others	Bravery	Creativity	Curiosity	Fairness	Forgiveness	Gratitude	Honesty
Hope	Humility	Humour	Judgement	Kindness	Leadership	Love	Love of Learning
Perseverance	Perspective	Prudence	Self Regulation	Social Intelligence	Spirituality	Teamwork	Zest

Learn more about Character Strengths at www.facework.online

6. What would you change, add or remove to improve this worksheet ?

send suggestions to info@facework.online