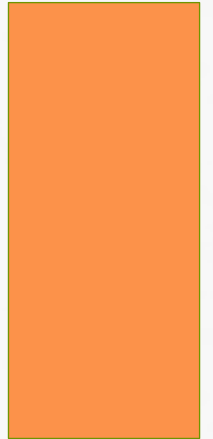


# KNOW YOUR VOICE MATTER: LEAD W/ CONFIDENCE

SHARON D. SCALLION, C.E.O, M.E.D, B.S.O.E, C.L.C



# AGENDA

- Three categories of how confidence is examined
- Skills of a Good Leader
- Prerequisite of tact and diplomacy
- Steps to take when developing your confidence
- Building trust
- Conclude

# WHAT IS CONFIDENCE

- Confidence is, in part, a result of how we have been brought up and how we've been taught. We learn from others how to think about ourselves and how to behave - these lessons affect what we believe about ourselves and other people. Confidence is also a result of our experiences and how we've learned to react to different situations.

# LOW CONFIDENCE/ OVER CONFIDENCE

- **Low-confidence** can be a result of many factors including: fear of the unknown, criticism, being unhappy with personal appearance (self-esteem), feeling unprepared, poor time-management, lack of knowledge and previous failures.

**Over-confidence** can be a problem if it makes you believe that you can do anything - even if you don't have the necessary skills, abilities and knowledge to do it well.

# SKILLS GOOD LEADERS NEED

- Strategic Thinking- Developing a vision of where you want to be
- Planning & Delivery- how to achieve your vision and dealing with challenges along the way.
- People Management- finding the right people and motivating them to work.
- Change Management- recognizing, responding and managing changes to your plans.
- Communication- communicate to others and listen to their ideas.
- Persuasion & Influence- demonstrating its advantages

# GOOD COMMUNICATION SKILLS INVOLVE

- Interpersonal Communication Skills
- Verbal communication- effective speaking
- Reflecting and clarification
- Questing skills
- Non-verbal communication
- Body language, face and voice, personal presentation and personal appearance.

# PREREQUISITE TO TACT & DIPLOMACY

- Attentive Listening-
- Emotional intelligence
- Showing Empathy
- Assertiveness
- Building Rapport
- Politeness
- Having an understanding of Intercultural Awareness- of both your own and other cultures. in terms of values, beliefs, or behavior.

# STEPS TO CONSIDER WHEN BUILDING YOUR CONFIDENCE

PART !!



# PLANNING AND PREPARATION

- **People often feel less confident about new or potentially difficult situations. Perhaps the most important factor in developing confidence is planning and preparing for the unknown.**

# LEARNING, KNOWLEDGE & TRAINING

- **Learning and research can help us to feel more confident about our ability to handle situations, roles and tasks.**
- Knowing what to expect and how and why things are done will add to your awareness and usually make you feel more prepared and ultimately more confident.
-

# POSITIVE THOUGHT

- **Positive thought can be a very powerful way of improving confidence.**
- Build Trust by being consistent
- Stay true to your word
- Accept responsibility
- Connect with your employees
- Give credit where credit is due
- Treat everyone equally
- Encourage team building exercises
- Be transparent
- Do the right thing
- Be passionate

# THREE HABITS OF SELF CONTROL

- **Self – preservation-** healthy attitude towards things and focus on what they need in order to live, rather than what they want.
- **Self- Assertion-** They know their own value, and are comfortable in saying what they think in a way that allows others to speak too.
- **Self- Fulfillment-** The way to self-fulfillment is closely linked to **resilience**. Those with self-control are able to understand that it is important to persevere with difficult activities if you are to develop skill in them.

# RECONDITION THE WAY YOU THINK ABOUT YOUR LIFE

- Know your strengths and weaknesses.
- We all make mistakes think of them as learning experiences instead of negatively.
- Accept compliments and compliment yourself
- Use criticism as a learning experience
- Try to stay generally cheerful and have a positive outlook on life.
- Find yourself a positive role-model.
- Setting personal goals
- Be Assertive
- Keep Calm

# CLOSING

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

By, Arthur Ashe