

# **Communicating with Confidence**

## **With Susan Heaton-Wright**

### **Webinar - October 2014**

# **WORK BOOK**

What makes us feel confident? Name 3 things

- 1.
- 2.
- 3.

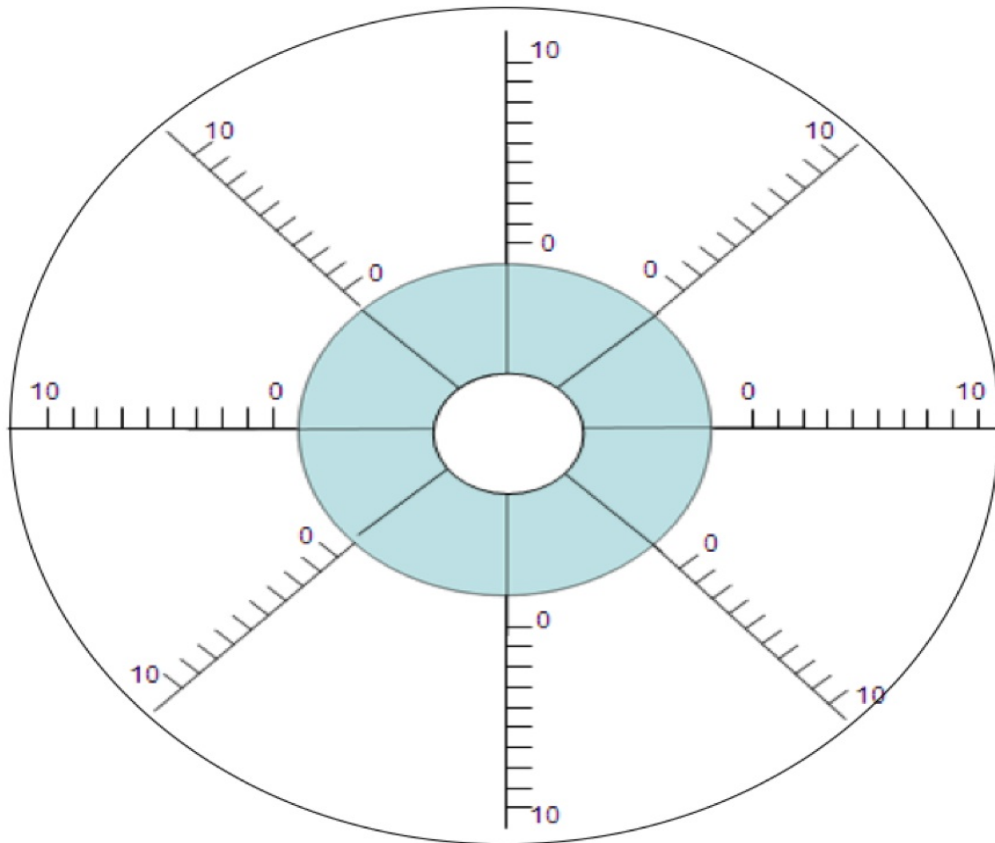
What knocks your confidence? Name 3 things

- 1.
- 2.
- 3.

Celebrate your achievements. Write down some recent achievements that make you feel proud!

Write down some recent compliments you have received. Take a deep breath. Smile. Say "Thank you".

Self evaluation wheel: write down eight skills you need to complete a task. Mark yourself GENEROUSLY. Celebrate your successes. Hold onto the memory of the skills you do well.



### **Five top tips to being a confident communicator**

1. Posture/voice/performance.
2. Listening. How good are you at listening?
3. Know your audience. Think of different audiences you speak to.
4. What are you going to say? Consider different situations where you are having conversations. Set your own personal agenda. Challenge. You must say 3 things you want to in any meeting/conversation. Write them down beforehand.
5. Preparation. Note down all the preparation. This is a performance!