

THE IN-HOUSE TRAINING COMPANY

Raising and restoring confidence

Overview

Living and working through periods of unpredictable change can unsettle even the most sure-footed individuals. Familiar structures may have disappeared or become distorted, leaving previously confident people feeling uncertain or apprehensive. Areas where we were once unconsciously competent may no longer feel secure.

Recognising the psychological impact of this change is the first step towards rebuilding confidence. This practical and reflective one-day course explores proven strategies to raise confidence levels, restore a sense of certainty and help participants regain solid ground at work and beyond.

Learning objectives

By the end of this course, delegates will be able to:

- Understand what has changed and how this has affected their confidence
- Apply practical self-management techniques to support wellbeing
- Recognise and reshape unhelpful inner dialogue
- Take incremental, realistic steps to rebuild confidence
- Communicate with greater confidence and assertiveness
- Create a personal action plan to sustain confidence going forward

Who should attend?

This course is suitable for individuals who feel their confidence has been challenged by recent changes or uncertainty, including those who want to rebuild self-belief and resilience, use practical tools to manage self-doubt and inner dialogue, or need to communicate with greater confidence and assertiveness.

Course format

This **one-day, practical and interactive programme** mixes self-reflection, discussion, and activities to help participants understand and apply key confidence-raising strategies.

Expert trainer

Candy Bowman specialises in confident communication skills for business, management and personal development. Her initial training and management experience was in telephone sales at Times Newspapers Limited, going on to work in the music industry and consultancy. She recognises the importance of service standards to improve both sales and quality of working life. This is reflected in her registered trademark, "Putting a Smile on the Customer Interface". From Leadership & Management to customer facing roles, Candy's training applies to all departments in an organisation. Sector experience includes legal services, media, leisure and hospitality, healthcare, engineering and the events industry.

Workshop outline

1 Analysis (pre-course preparation)

- Overview of personal and situational changes, including:
- What has changed
- How changes in confidence are showing up
- What you want to keep
- What you would prefer to discard

2 Self-management

- Reviewing findings from pre-course preparation
- Looking after ourselves to best effect
- Exploring the attributes of your best and worst ever managers and how this compares to how you manage yourself
- Recognising what increases and decreases feelings of wellbeing
- Radiators and drains: considering the people in your life and how to insulate against the drains
- Managing worries and learning ways to take back control

3 The inner dialogue

- We are the only person we live with 24 hours a day, seven days a week. What we say to ourselves – and how we say it – has a powerful impact on confidence and behaviour. This session focuses on retuning inner dialogue to a more positive and supportive programme:
- What do you say to yourself?
- When do negative messages switch on – or are they a constant hum?
- Identifying old scripts that may be re-emerging
- Understanding what generates behaviour
- How to re-tune inner dialogue to support confidence

4 Accelerating confidence

- Incremental steps to confidence – the power of small challenges and changes
- Setting the most useful and realistic objectives
- Identifying relevant personal permissions
- Recreating times of maximum confidence and positivity
- Reviewing and reshaping times of negativity

5 The symbiotic relationship between confidence and assertiveness

- Qualities of assertive and confident communication
- Visual elements: body language and facial expression
- Vocal elements: speed, volume, pitch, clarity and inflection
- Verbal elements: words and phrasing
- Assertive techniques for a range of situations

6 Review and action planning

- Summary and key takeaways
- Questions and discussion
- Personal action planning to embed learning

Any questions?

**Please just give us a call on 01582 463463 – we're here to help!
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