

2017

*The Little
Book of
Confidence
at work*

THE CAREER
-catch up-



Welcome!

Welcome on the confidence journey, and thank you for downloading this unique resource. It is my wish that you find it useful for your life at work and outside, with tips and information that may be new to you and help you increase your confidence.

This handbook has three sections that can be used in any order or separately based on your preferences:

1. a quick download as a one-page summary
2. a section with detailed information under each tip
3. a special workbook designed to help you reflect and implement the tips in your own work life

I especially recommend completing the workbook as nothing is as effective as putting learning into practice and writing things down. You can do it in tandem with a friend or colleague to compare findings and thoughts that come up. Or you can pick one item to work on every day for a while to spread the load. Whatever works for you - it is your own journey.

Happy reading and confidence boosting!

Cécile

The quick download

How to grow your confidence at work

- 1 Use assertive language
- 2 Know your achievements and skills
- 3 Prepare well and check the facts
- 4 Take others off the pedestal
- 5 Act like there is nothing to lose
- 6 Act in the first five seconds of a thought
- 7 Be OK with saying no
- 8 Write things down, be organised
- 9 Choose your own reaction to external factors
- 10 Seek feedback
- 11 Don't be everything
- 12 Embrace stuffing up
- 13 Be well in your own skin

How to grow your confidence at work

Use assertive language

- Choose your words: avoid unconfident vocabulary like 'try', 'maybe', 'possibly', 'sorry', 'huhhhh', 'someone', 'roughly', 'etc.' which give a less impactful impression. Use instead 'I have done this', 'I know for a fact that', 'I would like to ask', 'without doubt', 'I know'...
- Don't speak your mind in a questioning style ('could it be that...', 'would it be possible to...'), make a statement instead ('I believe that..').

Know your achievements and skills

- List your achievements in your current role, or your past role if you are new - what did you do and what impact did it have
- List all your skills relevant to your job - technical, mental, physical if applicable
- Do the same for yourself outside of work, because you bring that person into work everyday.
- Be aware of what you have that makes you well qualified for your role. For rest, identify which skill(s) you need and how you can build it.

Prepare well and check the facts

- Prepare a lot prior to an interview, a performance or pay review, any critical meeting: do your research, list questions, read about the topic, think about the agenda, talk to people ahead, look upon-line.
- Know your stuff when you are presenting or reschedule/delegate: you need to know your content well so you can focus on presenting well and on the audience. Don't wing it or hope nobody will ask.
- When dealing with someone, always refer to the objective facts, not your interpretation of them. Same with yourself, take some distance and ask 'is it true?' and reframe if it isn't.

Take others off the pedestal

- Others have flaws too, and you are doing as best as you can. Nobody's perfect and everyone is in the same boat.
- Others are scared too, just of different things. Imagine being in your boss' shoes, or in the Executives' shoes.
- Others don't actually worry much about you. They think about themselves most of the time, and their own problems. So why worry?

How to grow your confidence at work

Act like there is nothing to lose

- Think that the only person in the entire universe to please is yourself, full stop. Whatever anybody else is thinking is irrelevant.
- Don't wait for a special permission, an intervention, the perfect time - they don't come by in most instances, so you just have to get started and keep going.
- Put things into perspective - how small we are vs. the universe. Does it really matter? Will it matter in 3 years?

Act in the first five seconds of a thought

- Idea developed by Mel Robbins (watch her TED talk or read her book)
- Act within the first five seconds of an idea, a thought, because beyond that your mind do everything it can to protect you by avoiding it, reducing it or deferring it.
- When you think of a question, ask it. When you want to speak but don't dare, just do it. When you want to attend an event, just ask. Drop an e-mail, make a note, schedule something and act on it. Don't delay.

Be OK with saying no

- When you know you cannot take on more work or when you do not understand something say it. Things can always be worked out differently.
- By saying no to a meeting or task, you are saying yes to other things.
- People will respect you a lot more for saying no when you mean no, as opposed to pretending and winging it hoping it will work out.
- Boundaries are the stepping stones of your confidence. Without them you feel lost and at the mercy of others.
- Put it in a nice and clear way that sits well with you.

Write things down, be organised

- Write things down, so you know they are there to refer to later and it's under control (your mind has delegated to the paper).
- Make notes to yourself on your phone, in your inbox or other notes software to know where the important points or things to do are there if you need them (peace of mind). [Just don't overdo it - 3 bullet points]
- Arrive in advance, print copies, prepare your notes, get a helper - the less gaps in your organisation the more confident you will feel.
- Not a new one - clean up your desk!

How to grow your confidence at work

Choose your own reaction to external factors

- You can't control other's behaviour but you can choose how you respond : if you are feeling undermined or attacked, imagine you are surrounded by a large, soft bubble where you can be yourself.
- Don't take things personally, in general it has very little to do with you and a lot to do with what's going on for the emitter. Bubble-up.

Seek feedback

- It may hurt initially but it is a gift to build your confidence over time - it's best to know than being in the dark.
- Ask for feedback from your peers, your boss, your close friends, your work partners, your suppliers. Create an open space for discussion and say thank you.
- The more you ask, the more open to it and comfortable you will be.
- Positive feedback will also boost your confidence and might surprise you.

Don't be everything

- Don't follow everything, every page, be part of every group.
- Don't try to be everything and a scattered brain. Focus on being you, doing the things that interest you and disregard the rest.
- Don't buy into group practices or activities if it does not sit well with you - it will hit your self-confidence otherwise. It's OK not to.

Embrace stuffing up

- Say it out loud at work when you have made a mistake. This will give yourself and others permission to be imperfect too.
- By taking responsibility for a mistake you made, you will actually feel better about yourself than if you shifted the blame or lied.
- By doing so, you will gain more respect from colleagues as well.

Be well in your own skin

- Wear clothes you are comfortable in and make you feel good about yourself. Don't subscribe to informal dressing codes around the office (often dictated by the person with the least confidence!)
- Take care of your grooming and presentation: chipped nails, poor stockings, worn out shoes, bad hair style, mismatched outfits are all dents in your confidence.
- Bring items to work that you love: your best handbag, a nice cup, a photo that make you feel strong.

WORKBOOK SECTION

How to grow your confidence at work

1. Where are you at? Rate your current confidence level at work:

- In my verbal communications to others:

0 1 2 3 4 5 6 7 8 9 10

- In my presentations:

0 1 2 3 4 5 6 7 8 9 10

- In my written communications (e-mails, reports, copy, documents):

0 1 2 3 4 5 6 7 8 9 10

- In performance reviews / salary review / role discussions / job interviews:

0 1 2 3 4 5 6 7 8 9 10

- In team activities / group work:

0 1 2 3 4 5 6 7 8 9 10

- In dealing with suppliers / partners / agencies (if applicable):

0 1 2 3 4 5 6 7 8 9 10

- In handling difficult conversations or conflicts:

0 1 2 3 4 5 6 7 8 9 10

- In managing staff (if applicable):

0 1 2 3 4 5 6 7 8 9 10

Reflect on your responses above: does anything surprise you? Is there a common thread? What areas or environments do you need to focus on?

WORKBOOK SECTION

How to grow your confidence at work

2. What are your biggest strengths and challenges?

	<i>Guilty!</i>	<i>Not Guilty!</i>
Use assertive language	<input type="checkbox"/>	<input type="checkbox"/>
Know your achievements and skills	<input type="checkbox"/>	<input type="checkbox"/>
Prepare well	<input type="checkbox"/>	<input type="checkbox"/>
Take others off the pedestal	<input type="checkbox"/>	<input type="checkbox"/>
Act like there is nothing to lose	<input type="checkbox"/>	<input type="checkbox"/>
Act in the first 5 seconds of a thought	<input type="checkbox"/>	<input type="checkbox"/>
Get back to the facts and check	<input type="checkbox"/>	<input type="checkbox"/>
Write things down, be organised	<input type="checkbox"/>	<input type="checkbox"/>
Choose your own reaction to external factors	<input type="checkbox"/>	<input type="checkbox"/>
Seek feedback	<input type="checkbox"/>	<input type="checkbox"/>
Don't be everything	<input type="checkbox"/>	<input type="checkbox"/>
Embrace stuffing up	<input type="checkbox"/>	<input type="checkbox"/>
Be well in your own skin	<input type="checkbox"/>	<input type="checkbox"/>

What do you need to focus on?

WORKBOOK SECTION

3. Use of assertive language:

- What non-confident words do you tend to use?

- Write down a few assertive sentences you feel comfortable using instead:

- What trick or reward can you put in place to watch the words you use at work?

4. Know your achievements and skills: list them below

Job-related skills

E.g: CRM, event management, sales analysis, strategy, web design...

Technical skills

E.g: software, data entry, project management, budgeting....

Soft skills

E.g: negotiating, managing staff, presenting, teamwork.....

Achievements in your current role or most recent position

Achievements (cont.)

How do you feel about your skills and achievements? How confident are you in your role now?

Whilst we are at it, what amazing things have you achieved outside of work?

At home.....

Socially/Hobbies.....

5. Prepare well and check the facts:

- What upcoming event/meeting/presentation/discussion can you prepare for?

- Write down the list of items or data you need to prepare in advance + how you will go about it

Item	Description	Estimated duration	Who/what/when/how
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

- What could go wrong and how can you prepare for it?

Get the facts and check:

- Write down some of your current work topics or projects, the thoughts/doubts associated with each of them and how you can go about finding the facts:

Topic/Project	Doubts/Fears	What info can you source? How? Who will know?

- Fun exercise -

Pick an assumption you have always had about your colleagues or your workplace. Now is the time to get the the facts and check! Conduct a quick survey face to face or via Survey Monkey to test your assumption out. Reflect below on how you felt about your assumption prior to the test and afterwards? Any learning?

6. Take others off the pedestal

- Write down names of people at work who impress you or make you scared at times + why

- Think of what their internal dialogue could be like - what are their problems? How confident are they and why?

*Never compare
your insides to
someone else's
outsides*

*Most people are
other people. Their
thoughts are someone
else's opinions, their
lives a mimicry, their
passions a quotation."*

Oscar Wilde

7. Act like there is nothing to lose:

- If you had nothing to lose, what would you be doing or suggesting in your role? in your career?

- How can you bring some of the ideas above to life in a way that feels both OK and exciting to you?



What next step are you going to take?

8. Act in the first five seconds of a thought:

- What are some of the recent ideas you have had in your head whilst in a meeting, listening to a presentation or getting an e-mail from someone?

Examples: a question you had about the topic, a suggestion for your boss, forming a little group about a project, a creative idea....

- What are some of the reasons why you did not take action? What was the dialogue in your head?

- Is this true? How do you know?



How can you make one of these ideas happen now?

9. Be OK with saying no:

- We all have these situations where deep down we say no, but to please others or to conform to expectations we feel pushed to say yes. Check out the examples below and see which ones apply to you in your work life, and feel free to add your own:

Guilty! *Not Guilty!*

Accepting a meeting that seems like a waste of your time	<input type="checkbox"/>	<input type="checkbox"/>
Being given an extra project when you are already maxed out	<input type="checkbox"/>	<input type="checkbox"/>
Working with a supplier or a client that does not sit well with you	<input type="checkbox"/>	<input type="checkbox"/>
Coping a comment from a colleague that does not sit well with you	<input type="checkbox"/>	<input type="checkbox"/>
Having to stay back at work because it's expected	<input type="checkbox"/>	<input type="checkbox"/>
Accepting a lunch out with the team when you have too much on	<input type="checkbox"/>	<input type="checkbox"/>
Having a staff member constantly using excuses not to get the work done	<input type="checkbox"/>	<input type="checkbox"/>
Being asked to be part of the work social club or any work club	<input type="checkbox"/>	<input type="checkbox"/>
Confirming you will meet the deadline on a specific task	<input type="checkbox"/>	<input type="checkbox"/>
Saying you understand something you don't because it's easier	<input type="checkbox"/>	<input type="checkbox"/>
Have someone reschedule your meeting several times	<input type="checkbox"/>	<input type="checkbox"/>
Being asked to check e-mails or to do something after hours	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

- Understanding that there are some situations in which you don't have any choice at all, you do however have a choice in most instances and it is about how you can work things out with your manager/colleague/supplier to honour a commitment and be true to yourself.

Start with writing out what your professional boundaries really are: (think of situations where you really wanted to say no)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____

- How can you ask in a professional, clear manner that sits well with you? It's important you communicate clearly, but in a positive manner i.e. not creating an additional problem, be part of the solution.



What next step are you going to take? When are you going to say no next?

10. Write things down, get organised

Here are some suggestions to keep you organised at work, so you don't miss things and have any hesitation when an answer or action is needed. You don't have to pick them all, just whatever you like and find helpful:

Notes app [Evernote, Notefuly, Google Keep...]

A notepad that you carry with you all day

Reminders for tasks in your Outlook or similar

Book travel time and preparation time before a meeting

Create a folder in Inbox 'Keep in Mind'

Send yourself e-mails to recap points or to-do-lists

Desk free of clutter and old documents shredded

1 USB stick only for all your files, throw the others

An additional phone charger in your drawer

Business cards in various places including your car

Clean up your computer files and desktop

Write down at end of day/week what to do first upon your return

1 calendar only (Google..) or all calendars synchronised

Allocate 15mins post each meeting to write the key notes

Record voice messages for yourself in the car

Download printables from Pinterest or Etsy to keep you organised

11. Choose your own reaction to external factors:

- Think of a situation or person who is triggering you at the moment:

- Describe your reaction and behaviour in response so far, including your internal emotions:

Close your eyes and visualise yourself in a big, soft, comfy bubble - where your energy and your abilities are protected within. You can still see the person or situation, but they are not getting right to you. Breathe and enjoy that personal space. Now choose how you want to handle the situation.

- Feel free to record your thoughts after practising this visualisation, and the results you obtained next time you were confronted with the situation or person. What have you learnt?

"How people treat you is their karma; how you react is yours."
W. Dyer

12. Seek feedback:

Seeking feedback is like a muscle you need to exercise regularly - but just start somewhere. Here are some suggestions of the type of feedback you could ask for, if you aren't already. Tick the ones that you are interested in and write how you could obtain it.

Who/How?

Feedback on verbal presentations	<input type="checkbox"/>	_____
Feedback on participation in meetings	<input type="checkbox"/>	_____
Feedback on work attitude and energy	<input type="checkbox"/>	_____
Feedback on managing employees (if applicable)	<input type="checkbox"/>	_____
Feedback on performance vs. agreed tasks	<input type="checkbox"/>	_____
Feedback on relationship building ability	<input type="checkbox"/>	_____
Feedback on strengths and weaknesses	<input type="checkbox"/>	_____
Feedback on time management and productivity	<input type="checkbox"/>	_____
Feedback on professional growth and learning ability	<input type="checkbox"/>	_____
Feedback on CV and job interviews	<input type="checkbox"/>	_____
Feedback on liaising with Executives	<input type="checkbox"/>	_____
Feedback on the management of a specific project	<input type="checkbox"/>	_____
Feedback on involvement and impact within the team	<input type="checkbox"/>	_____
Feedback on job-related knowledge and skills	<input type="checkbox"/>	_____

How to ask?

Always put it in a constructive, positive manner so the emitter feels secure and helpful in the process. Use sentences like 'I would really value your input....' or 'I would be beneficial for me to know...' and always ask how you could have done something better.

13. Don't be everything

Today you are You, that is truer than true. There is no one alive who is Youer than You.
Dr. Seuss

- Think of activities, projects or groups at work that you have been or are involved in. Do they 100% align with you as a person? If not, why not?

- What can you let go of? Here are some suggestions of things to review, feel free to add your own:

LinkedIn or Facebook Groups

What you are following on Instagram, FB, Twitter....etc.

Social clubs - formal or informal

Professional memberships and associations

Mentors, coaches and experts you follow

Partners, agencies, contacts you hang out with

14. Embrace stuffing up

- What was your last mistake at work? What did you do about it?

- What fears come up for you when you make a mistake? Have them become true?

It's important to acknowledge our mistakes without blames or excuses (make you sure there is no 'but...' in your sentence when you say you made a mistake). Watch how this gives permission to others to open up confidently as well.

Practice a few sentences that you could use that feel comfortable to you:



What next step are you going to take?

15. Be well in your own skin

Let's get really practical here. These are all suggestions, not a mandatory list to follow. All the points below are potentially derailing your confidence at work, consciously or not. So see for yourself which ones come up for you, and the ones you want to focus on in the short-term.

- Nice hairstyle
- Hands and nails
- Teeth
- Good-looking skin
- Nice glasses/contact lenses
- Right make-up
- Silhouette
- Comfy and appropriate clothes
- Comfy and appropriate shoes
- Nice handbag
- Nice water bottle or cup
- Feeling rested enough
- Low stress levels in general
- Good mood overall

What are the top 3 things you want to focus on?

1. _____
2. _____
3. _____

What would be the easiest and most effective action you could take now?

The End!

or...the beginning of a new confidence!

Congratulations on completing this handbook. I hope it was helpful for you, that you were able to get some really useful take-aways for your work life which will result in shifts in your confidence.

Feel free to come over to [The Career Catch Up Facebook Page](#) to share your progress, any haha moments along the way or any insights that would be useful for others. We can all help each other on the confidence journey!

I would also recommend you take the [quizzes on pages 7-8](#) at the start of the workbook session again in a few months down the track and compare your results. You will be able to see the progress you have achieved and might decide to work on other areas to take it further. It's really up to you and what interests you.

Last but not least, I'm here all the way if you would like some personalised help. Check out my coaching packages if you would like to take this further or drop me an e-mail. I would also immensely value your feedback on this handbook (see - I am implementing 'seeking feedback'!) so feel free to e-mail me at cecile@careercatchup.com

Thank you for reading and investing your time in this resource, I wish you the most superb confident life you deserve!

Cécile

BE YOUR BEST YOU
AT WORK + OUTSIDE