

# Confidence building, Communication & Interpersonal skills

Presentation by:

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# Objectives



- enhance our ability to influence others through effective communication
- strengthen our interpersonal skills to increase our level of influence
- gain useful tips to boost our levels of confidence and self-esteem

# Session outline



Time	Activity
5 mins	Introduction, setting the scene, expectations
10 mins	<b>Communicating &amp; Influencing</b> <ul style="list-style-type: none"><li>- what constitutes effective communication?</li><li>- essential skills</li><li>- communication styles and impact</li><li>- the power of influence</li><li>- an example of effective communication – a video, debrief in plenary</li></ul>
10 mins	<b>Interpersonal skills (people skills)</b> <ul style="list-style-type: none"><li>- why interpersonal skills matter</li><li>- seven main areas of interpersonal communication</li><li>- top 10 interpersonal skills</li><li>- video on top 10 ways to enhance interpersonal skills, debrief in plenary</li></ul>
10 mins	<b>Confidence building &amp; Self esteem</b> <ul style="list-style-type: none"><li>- what makes you confident, what lowers your confidence?</li><li>- self-confidence vs self esteem</li><li>- why do you need to be confident?</li><li>- video : practical tips on how to enhance self-confidence</li><li>- a confident speaker</li></ul>
5 – 10 mins	Recap

# Expectations



**WHAT  
DO  
YOU  
EXPECT**



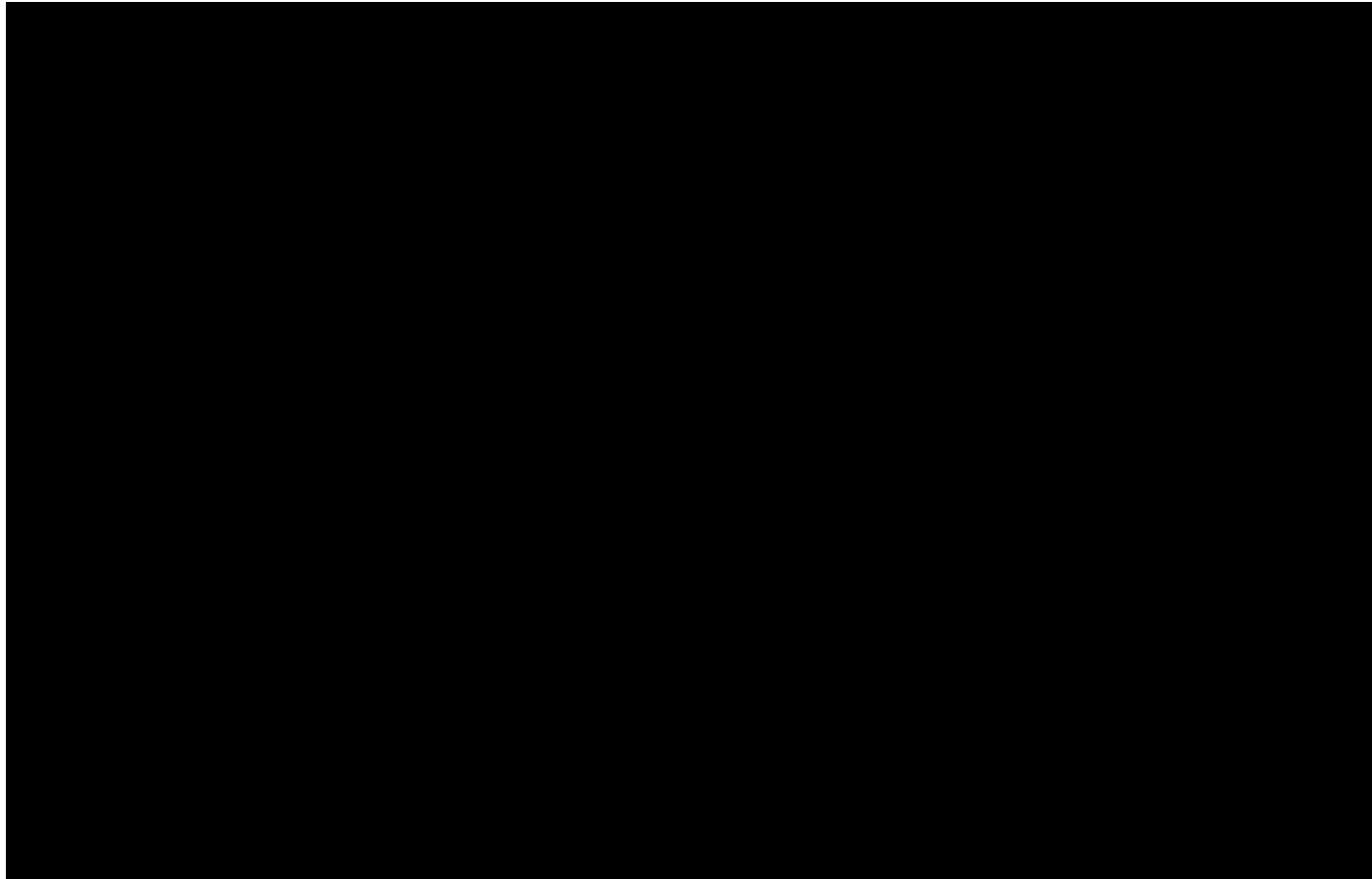
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# Communicating & Influencing



- What constitutes effective communication
- Role in management and leadership
- The power of influence

# Power of Influence



# On Influencing



## The Video

- Greater responsibility
- Inspire others
- Build relationships
- Manage situations
- Role model
- Impart values
- Share experience

# Communicating & Influencing



## Essential skills

- Active listening
- Art of questioning
- Assertiveness
- Pay attention
- Writing
- Telephone etiquette
- Body language – role play



# Body language in meetings



## Role play

- Resistance or disagreement
- Neutral open attitude
- A mixture of gentle nods and shakes on the head
- Positive eye contact

# Body language in meetings



## Role play...

- Forward slopping
- Backward sloping
- Bent posture
- Upright poster

# Communicating & Influencing



## Avoid

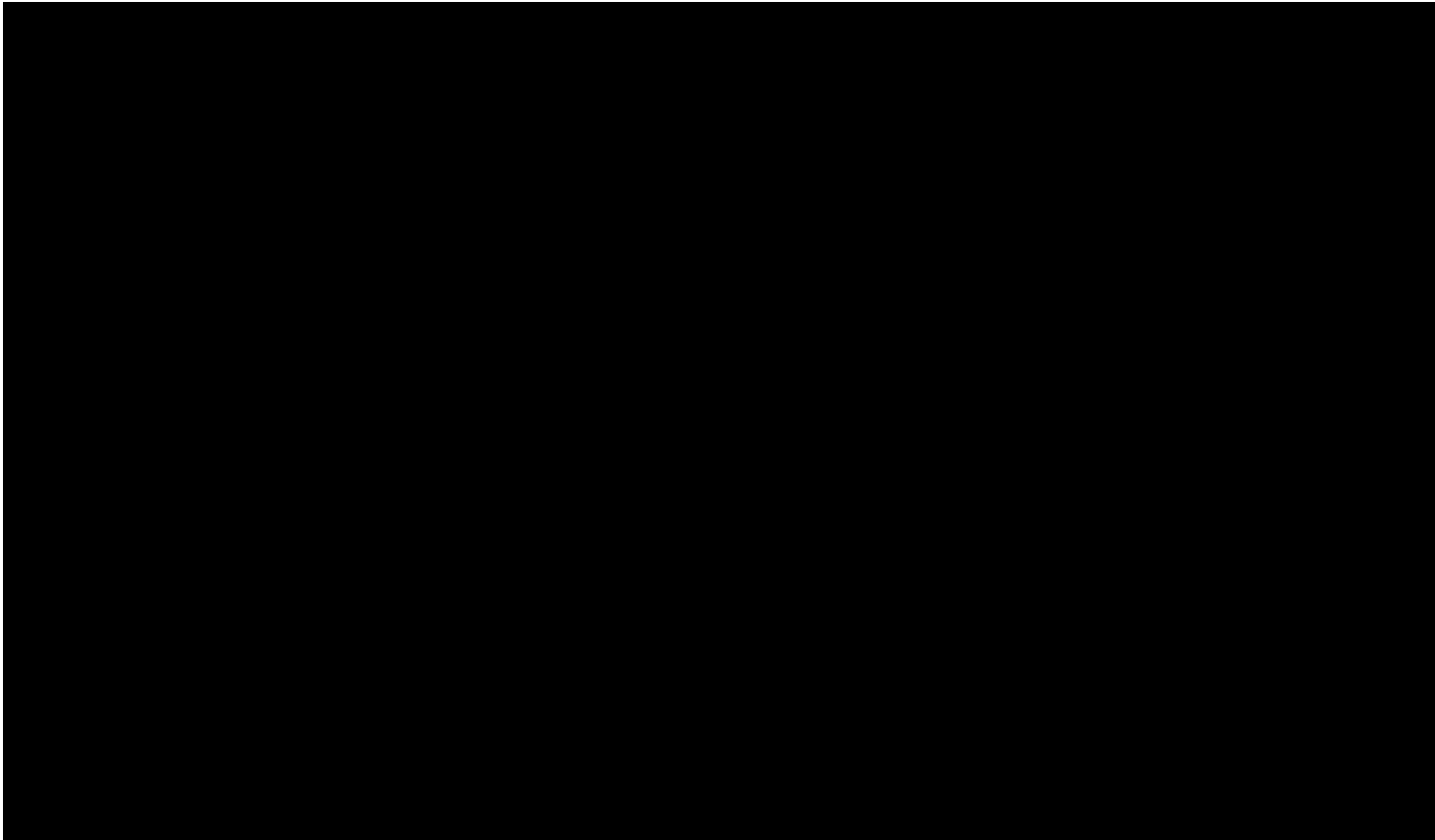
- Assumptions
- Jumping to conclusions
- Interrupting
- Antagonistic sentences
- Negative energy

# Communicating & Influencing



- What is your communication style
- What is the impact of your style
- Choice of words
- Tone of voice

# Better communication skills



# Interpersonal skills (people skills)



- What are interpersonal skills?
- Why should interpersonal skills matter?

# Interpersonal skills



## Main areas of interpersonal communication

- Verbal communication
- Non-verbal communication
- Listening skills
- Negotiation
- Problem-solving
- Decision-making
- Assertiveness

# Interpersonal skills



## Top 10 interpersonal skills

1. Self - confidence
2. Work ethic
3. Relationship management
4. Receptiveness to feedback
5. Body language
6. Listening



# Interpersonal skills



## Top 10 interpersonal skills ...

7. Collaboration
8. Showing appreciation
9. Positive attitude
10. Workplace etiquette

# Enhance your Interpersonal skills



# Interpersonal skills (people skills)...



## How to enhance interpersonal skills

- Body language
- The spoken word, voice
- The mind/nerves, bias, confidence

# Confidence building & Self esteem



- What is self-confidence
- The need for self-confidence
- Self-confidence vs self esteem

# Confidence building & Self esteem



## **Where does confidence come from?**

- feelings of well-being
- acceptance of your body and mind
- belief in your own ability, skills and experience

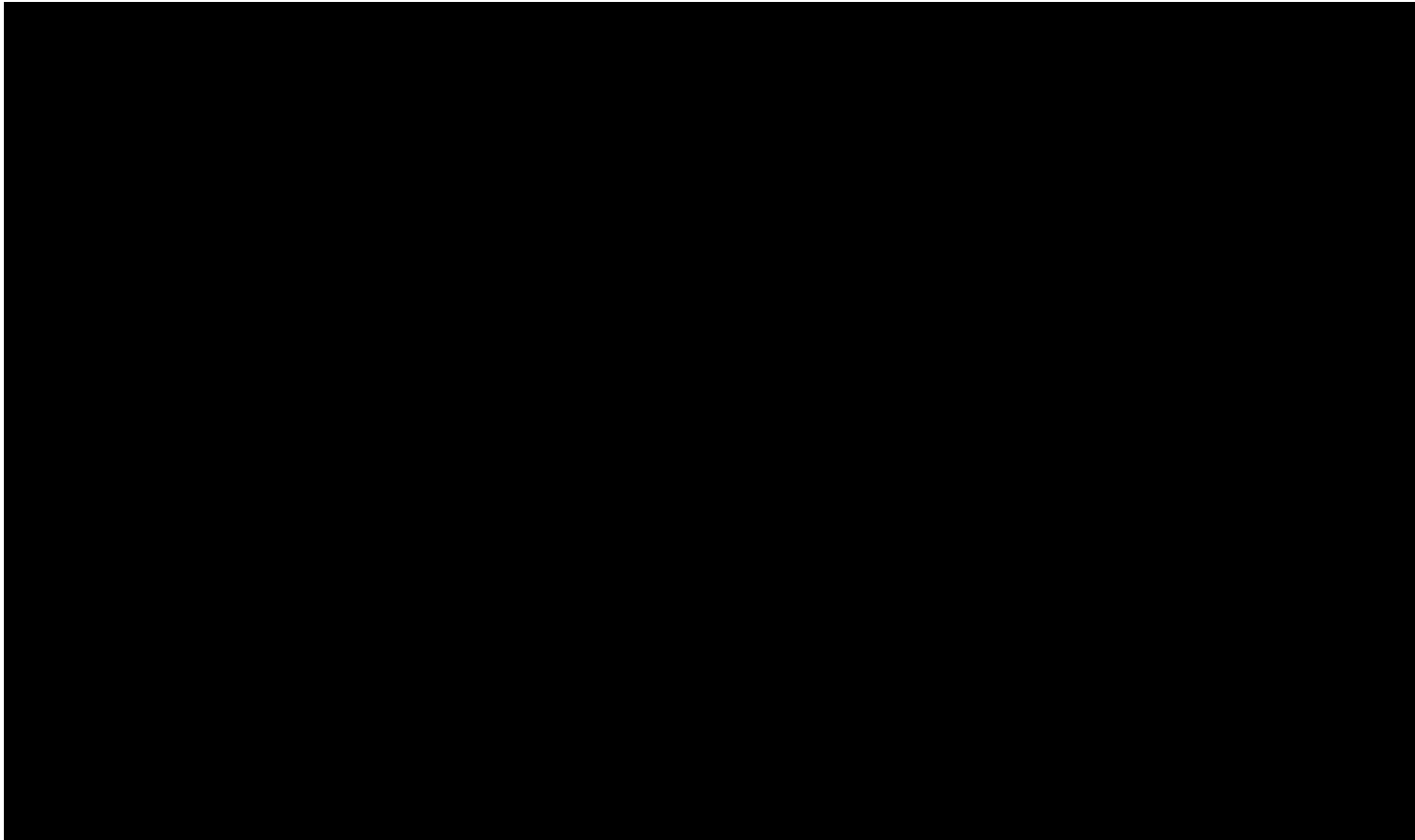
# Confidence building & Self esteem



## **What causes low self - confidence**

- fear of the unknown
- criticism
- unhappy with personal appearance
- feeling unprepared
- poor time management
- lack of knowledge
- previous failures

# Enhance your self-confidence ...



# Confidence building & Self esteem...



## **Practical tips on how to enhance self-confidence**

- Grooming
- Planning and preparation
- Positive thinking
- Gaining technical experience
- Be more assertive
- Set small goals and achieve them
- Make friends



# Confidence building & Self esteem...



## **A confident speaker**

- Body posture
- Sound
- Smile
- Silence
- Sight

Assess your self-confidence ...



# Are you an achiever?



They have one characteristic overwhelming in common.....



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# Wrap up....



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