SPEAK UP AND BE HEARD!
A Confidence-Boosting Course for Women

800-556-3009
www.careertrack.com
Habits of a Confident Woman

1. Cultivate self awareness
2. Cherish yourself
3. Redefine “winning”
4. Restore your perspective
5. Toot your own horn
6. Have integrity
7. Develop yourself

Confidence Fundamentals

<table>
<thead>
<tr>
<th>You appear confident by …</th>
<th>You appear not confident by …</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Doing what’s right</td>
<td>▪ Base your feeling on how others feel about you</td>
</tr>
<tr>
<td>▪ Learn from mistakes</td>
<td>▪ Stay in your comfort zone</td>
</tr>
<tr>
<td>▪ Accept compliments</td>
<td>▪ Extoll your own virtues</td>
</tr>
<tr>
<td>▪ Feel good about yourself</td>
<td>▪ Dismiss well-earned compliments</td>
</tr>
</tbody>
</table>

“CONFIDENCE COMES NOT FROM ALWAYS BEING RIGHT BUT FROM NOT FEARING TO BE WRONG.”
ELEANOR ROOSEVELT

©2013 CareerTrack, a division of PARK University Enterprises, Inc. Registered U.S. Patent & Trademark Office and Canadian Trade-Marks office. Except for the inclusion of brief quotations in a review, no part of this book may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, recording or by any information storage and retrieval system, without permission in writing from PARK University Enterprises, Inc.
Self-Management Skills

Effective self-management creates ________________________________________________

Self-Management Skills

1. _____________________________________________________

Setting Limits

2. _____________________________________________________

Self-Talk

Goals

3. _____________________________________________________

“"I AM ONLY ONE, BUT STILL I AM ONE. I CANNOT DO EVERYTHING, BUT STILL I CAN DO SOMETHING; I WILL NOT REFUSE TO DO THE SOMETHING I CAN DO.”

HELEN KELLER
**Effective Emotional Managements***

Rational Emotive Therapy (Dr. Albert Ellis)

**A:** The ________________

**B:** How I perceive the event, what I ________________ about it

**C1:** The ________________ produced by what I believe

**C2:** The ________________ produced by the feeling

**The Rider***

- Conscious mind (Neocortex)
- Thinking part of your brain
- Talking to yourself
- Intellectually attempts to control behaviors
- Can learn new ways
- Trains the horse

**The Horse***

- Subconscious (Limbic system)
- Stores and uses learned information
- Unconscious behaviors
- Controls our feelings
- Learns from repetition
- Does not deviate once learned

**Tricks the Horse Plays**

- Demanding
- Awfulizing
- I can’t stand it-itis
- Condemning and damning

We suffer the results of the ______________________ our horse tells us!

**Training Your Horse**

- Be patient and persistent with the horse
- One habit at a time
- Keep the rider in control (reminders)
- Repeat for at least 21 days
- Reward success

*For more information: Self-Discipline and Emotional Control by Tony Miller (available in audio or video) www.careertrack.com*
Increasing Credibility

Credibility comes from ________________________________

Credibility Killers

- Making promises you can’t keep
- Game playing or one-upsmanship
- Behavioral manipulation
- Threats, personal attacks, lies, sabotage or back stabbing or gossip

Creating Credibility

1. Catch and correct mental mistakes (do mental ________________)
   \[ E ( \text{_______________} ) + R ( \text{_______________} ) = O ( \text{_______________} ) \]

2. Be open to all possibilities

3. Respect yourself and others

4. Resist the bait

5. Use emotions as prompts

6. Discriminate between emotional “false alarms” and “gut alarms”

7. Build in “breathing room time”

“Nothing baffles the schemes of evil people so much as the calm composure of great souls.”

Comte de Mirabeau
Getting Heard

Entitlements

- I am entitled to try anything, anytime, if I am willing to accept the consequences.
- I am entitled to succeed. I am entitled to fail.
- I am entitled to design my life and my lifestyle.
- I am entitled to meet my needs or to ask to have them be met.
- I am entitled to celebrate my worth based on my own standards.
- I am entitled to have a voice.
- It’s not ______________ you say but ______________ you say it that makes all the difference!

Types of Communication

<table>
<thead>
<tr>
<th>Assertive (learned)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel ______________ when you ______________, because I think ______________.</td>
</tr>
<tr>
<td>What I would like is ______________.</td>
</tr>
</tbody>
</table>
"ANY FOOL CAN CRITICIZE, CONDEMN AND COMPLAIN AND MOST FOOLS DO."

Benjamin Franklin

Stand Your Ground

1. Focus on the issue, not the person
2. Focus on interests, not positions
3. Focus on the benefits
4. Use “I” statements

Getting Heard in a Meeting

- Reassert your ideas when a natural lull in the discussion occurs
- Restate your thoughts when there is less “noise”
- Follow-up in writing
- Bring it up at the next meeting

- “I understand…and I would like to share my thoughts…”
- “I disagree…and here’s why…”
- “I feel I’m not conveying this idea well…let me state this in another way…”
- “I would like you to hear me out one more time…”
- “When I discuss my thoughts and ideas with you, I feel you’re tuning me out.
- “Is this the case? If so, how can I communicate my ideas more effectively?”

Your ________________ are as important as anyone else’s interests!

From Conflict to Solution

1. Eliminate false conflicts
2. Analyze your interests and their interests
3. Look for possible solutions to both parties problems
4. Repeat steps 2 and 3 until agreements are reached