# Being confident and assertive

## Objectives

* To learn what it means to be confident and assertive
* To learn why negative thoughts can affect how we think about ourselves
* To learn how positive actions can help us to feel good about ourselves
* To talk about the 4 sources of being confident

## What is self-confidence?

* Thinking and feeling confident comes from inside, what we think about ourselves
* Having belief in ourselves and our own abilities
* How we see ourselves compared with other people
* How we feel about certain situations that we experience
* Whether we think we are confident or not
* Whether we act confidently in our dealings with other people

## Feedback

* Confidence also comes from feedback from other people.
* Feedback can be positive or negative.
* If we receive negative feedback, this is when we need to keep feeling confident so that we can deal effectively with setbacks and solve problems.



## Activity 1 – What is confidence?

What does confidence mean to you?

## Activity 2 – What is feedback?

How would you describe what feedback is?

## Activity 3 – Myself

Positive actions, thoughts and feelings about ourselves are important to our self-esteem. They can help to create and maintain a healthy level of self-confidence.

Positive feedback from other people also gives us actions we can take to improve and leads to increased self-confidence.

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| **Things other people like about me** | **Things I like about myself** |
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## Activity 4 – Self-confidence

Think about the following statements and tick (🗸) which is most like you:

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| **Being self-confident** |  | **Having low self-confidence** |  |
| Doing what you believe is right, even if others criticise you or mock you for it |  | Basing your behaviour only on what other people think |  |
| Being willing to take risks, and going the extra mile to achieve what you want to achieve |  | Staying in your comfort zone, fearing failure and avoiding taking risks |  |
| Being able to admit your mistakes, and to learn from those mistakes |  | Working hard to cover up mistakes, and hoping you can fix the problem before anyone else notices |  |
| Waiting for other people to congratulate you on your success and achievements |  | Telling everyone how good you are as often as possible to as many people as possible |  |
| Being able to accept compliments well – “Thanks, I worked really hard on that job application and I’m pleased you can see I did so.” |  | Dismissing compliments – “Oh, I didn’t really do that well. Anyone could have done it.” |  |

### Activity 6 – Assertive skills practice

Think about which of the assertiveness techniques you could use. We’ll discuss our answers as a group.

### Situation one:

On the first day at your new job, you meet the team at the team meeting. There are 10 people sitting around the table. The manager asks you to introduce yourself to the group and say a few sentences about who you are and why you are here. How will you do this assertively and with confidence?

### Situation two:

Your employment advisor has changed the time of your meeting 3 weeks running. You agree to meet them at 2pm. They then ask you to meet them at 4pm. This means that you have to re-organise other arrangements you may have. You need to explain to your advisor that these changes are not working for you.

### Situation three:

You have overslept this morning and are now late for your work experience placement. You should have been there for 9am and you woke up at 8.30am. It will take you 1 hour to get ready and get to work, meaning you will be at least 30 minutes late.

### Situation four:

You have heard about a job and you call the company to find out more about it. The person who answers the phone asks you to send your CV by email and gives an email address. You write it down, but when you send the email you get a bounce-back because the email address is wrong. What do you do?

### Situation five:

A friend asks to borrow £10 because they are short of money. They already owe you £40 that they have not paid back. You are a bit annoyed with them. You know when you say “no” and ask them for the money that they already owe you, they will become aggressive.

How will you manage the conversation assertively?

## Personal action plan – Being confident and assertive

### What have I learnt?

### What more support do I need?