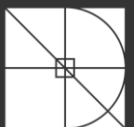


# Building confidence



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# What is confidence? Why is it important?



- Confidence is understanding your strengths, the value you provide, and acting in a way that conveys those qualities to those around you.
- If an employee is put into a work situation that is not a good fit for their skills or where they are not likely to do well, their performance and engagement drops.
- However, if the job is a good fit and strengths are recognised, performance improves considerably.

# Why do I need confidence in the workplace?

- You'll be more assertive. If your words and actions have conviction you'll be taken more seriously, which will help you advance your job and career.
- Your good work will be noticed.
- You'll do more. You'll be more likely to engage in challenging, but manageable work. This will extend the boundaries of your comfort zone, which will encourage you to aim for and achieve new goals.
- You'll communicate more effectively. Confidence will improve your ability to convey ideas concisely and clearly in the presence of clients and colleagues.



# What can I do to improve my confidence?

- Learn about yourself and accept who you are.
- If you struggle with social situations, accept that you find them difficult, but prepare for them as best you can. Practise social situations in your head. Forward planning can have a huge impact on how confident you are in many situations.
- Acknowledge your achievements. When you do something well or achieve something, acknowledge it and give yourself praise, even if it is just a minor achievement.



# What can I do to improve my confidence?

- Remind yourself that other people struggle as well, and there are probably many people who lack confidence.
- Be mindful to be realistic about your achievements to ensure you are not coming across as 'arrogant' or a 'know-all'.
- Listen to your manager's feedback. Try not to take feedback as negative criticism, rather as an opportunity to become a more confident and efficient worker.



# End of Module Question:

- What are your strengths? How can these be applied to your work role?
- Why is it important to receive feedback? How can this help with building your confidence in the workplace?

