Confidence at Work

09:15   **Registration**

09:30   **Welcome and setting the scene**
- Introductions
- Expectations for the day

Understanding confidence
- What it is …. and what it isn't
- The difference between confidence and arrogance
- How self-esteem underpins confidence; how to build and maintain it
- Learning objectives – to create a firm learning foundation for the day; defining what we mean by confidence. Recognise the impact of self-esteem on confidence; identify strategies for building and maintaining self-esteem.

Personal audit
- Understanding your strengths and areas for development
- Unlearning old, unhelpful habits, and capitalising on good ones
- Learning objectives – to give participants the chance to identify their existing strengths and areas for development; ways to change unhelpful behaviors to increase confidence and perform more effectively.

Emotional Intelligence
- What is Emotional Intelligence?
- The key to authentic confidence and real resilience
- Developing Emotional Intelligence
- Learning objectives – to provide participants with a brief overview of Emotional Intelligence and its role in how we feel and how we behave; to enable participants to understand how they can build their emotional resilience at work.

13:00   **Lunch**

13:30   **Presenting yourself positively**
- How to ensure that you come across confidently
- Managing your nerves
- Learning objectives – to provide participants with the opportunity to consider how they present themselves to others and how to develop skills to ensure that they come across confidently; to have the chance to receive feedback in a supportive context.

Confidence in a range of situations, for example
- Meetings
- Having difficult conversations
- Attending functions and networking
- Learning objectives – to provide participants with an opportunity to apply their learning to real-life scenarios.

DODS

Essential information and connections

- *We will not be using role play – participants will be encouraged to talk through situations, and to consider different ways of handling them.*

16:00   **Continuous learning and development**
- Developing a personal action plan
- Final questions.
- Learning objectives – to ensure that participants leave the workshop with a practical sense of how they are going to apply their learning back in their workplace.

16:30   **Close**