

# I KNOW I CAN





# Definition of self-confidence

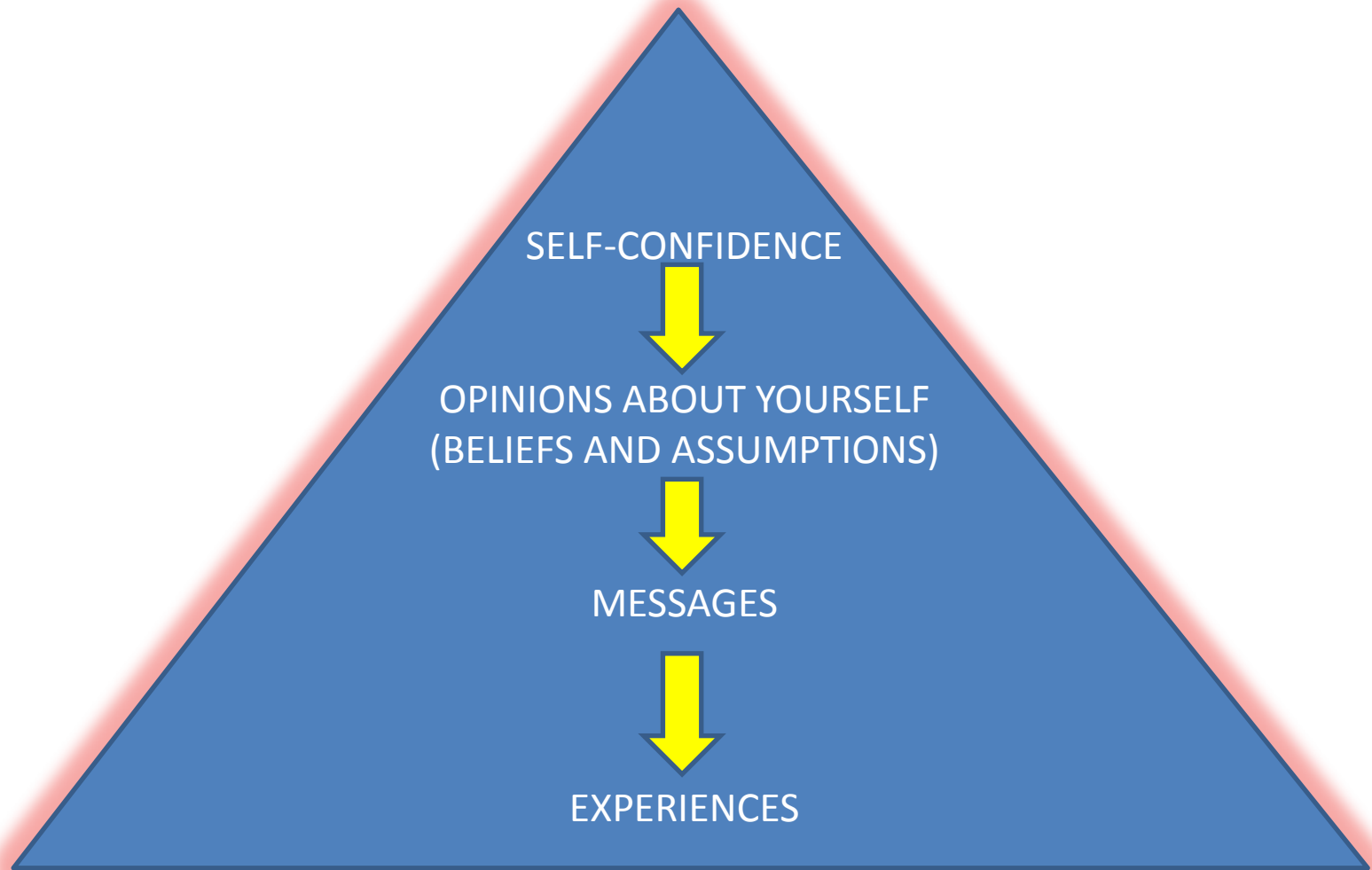
“Freedom from doubt; belief in yourself and your abilities”

The Free Dictionary

“A feeling of trust in one’s abilities, qualities and judgment.”

The Oxford Dictionary

# What causes lack of self-confidence?





# Experiences early in life

- Failing to meet parental / peer group standards
- Being on the receiving end of other people's stress / distress
- Absence of praise, warmth, affection or interest
- Being the odd one out

**Later:** workplace bullying, intimidation, stress

As we grow up we take the voices of people who were important to us with us.

Our experiences create a foundation for general conclusions about ourselves; judgements about ourselves as people.



**THE BOTTOM LINE**

biased and inaccurate (no adult knowledge)

# This leads to:



**Biased perception**

- spot negative things



**Biased interpretation**

- distort meanings of experience



# Self-defeating assumptions or thought patterns

- Difficulty accepting compliments
- Uncritical acceptance of emotions as truth
- All or nothing thinking
- Magnification of negative / minimisation of positive
- Painting things black

# Self-confidence

- Positive yet realistic view of yourself and your situation
- Trust your own abilities
- General sense of control
- Believe that – within reason – you will be able to do what you wish, plan and expect



Have realistic expectations and continue to be positive!








# TOOLS



# Getting to know your clients

Ask questions about:

-  How they feel when they communicate in English
-  Their experiences learning English at school/in the past
-  Positive experiences with English/other trainers
-  What they like / dislike about communicating in English
-  Their expectations regarding the course

This way you can get to know something about your client's relationship and past with the language



## **Raise questions about necessities and increase transparency about global requirements**

- How important is grammar really?
- How important is it to “perfect” my English?
- Do intercultural aspects play a role?
- How much vocabulary can I learn?
- How will I know that my English has improved?



# Challenging basic assumptions

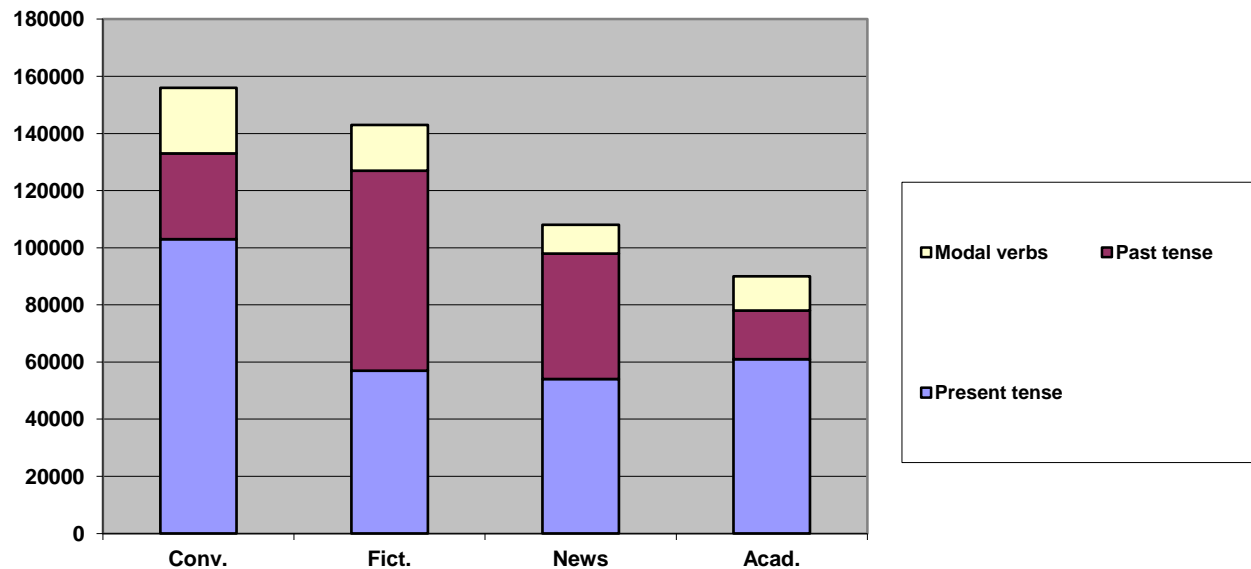
## Some examples:

- It will take me forever to improve my English.
- I'm simply not a language person.
- I can never find the right words.
- The others in my department are so much better at speaking English than me.
- I must improve my English but I don't have any time to learn vocabulary.

# Relativisation (Linguistic)

## Frequency of present/past tense vs. modal verbs across registers (occurrences per million words)

*Source: Longman Grammar of spoken and written English*





# Relativisation (Global)

- Over 400 million people use the English language as a mother tongue
- **Over 700 million** people speak English as a **foreign language.**
- It is the language that is spoken by the greatest number of non-native speakers

How can this raise you clients' self-confidence?



# Feedback and Praise

- Focus on always starting and ending with **positive feedback – FEEDBACK BURGER**
- Clients with extremely low self-confidence should receive only positive feedback at the beginning of a session or even a course – **be sensitive!!!**
- Motivate / instruct your clients to give positive feedback to themselves
- Set **realistic** tasks



# Conversation, Conversation, Conversation!

- Integrate conversation into your sessions
- Show genuine interest in client's experiences/weekends etc. (make it authentic)
- Natural way of practicing a language
- Promotes identity with the language - feeling of leisure / time off and **FUN!!!**





# Audio and video recordings

- Get clients to take a critical look at their biased interpretations
- Positive feedback **ALWAYS** comes first
- Do it regularly – clients become used to hearing their own voices / seeing themselves
- **Most of MY** clients were pleasantly surprised by how good their English is – they thought it was worse!

# Leaving the comfort zone

within the confines of the training room

Presentations  
(Surprise /  
spontaneous)

Surprise  
phone  
calls

Volume  
(speaking  
loudly)

Role plays

Singing

# Leaving the comfort zone

## exit the training room

Depends on the individual client and level of self-confidence

Lunch in the Cafeteria

Presenting In front of another group

Answering the phone

Conducting a tour of the company

Participating actively in a meeting



# CAN-DO statements with CONVICTION

Thinking about what CAN really means:

I **CAN** conduct a phone call

I **CAN** give a presentation

I **CAN** have a conversation in English

My English is ~~NOT GOOD ENOUGH~~

My English is **GOOD ENOUGH**

“He spoke with such self-confidence that his hearers could not be sure whether what he said was very witty or very stupid.”

Taken from War and Peace by Leo Tolstoy

“To underestimate oneself is as much an exaggeration of one's powers than the other.”

Arthur Conan Doyle who wrote The Memoirs of Sherlock Holmes”

# Thanks for listening!

