



# Communicating with Confidence

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# Non-verbal Communications

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- 93% of what you communicate is non-verbal
- People respond to you based on how you communicate to them.
- 55% of communication is Body Language.  
*(face, gestures, posture, eye contact)*
- 38% is through vocal qualities *(Tone, pitch, rate, volume)*
- 7% is communicated through words



# First Impressions

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- 85% of people make up their minds about someone in the first few minutes of conversation.
  - *"I don't know why but I didn't trust him"*
  - *"He was obviously trying to impress everyone which made him very unimpressive"*
  - *"She kept looking down"*
  - *"He seemed so uncaring"*
  - *"He had a smirk on his face the whole time"*



# How do YOU look to others?

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- Mirror test
  - Scary
  - Sad
  - Thoughtful
  - Other
- Open, pleasant, relaxed and confident



# Mentally focused

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- Awareness Gift
- Breathing techniques
- “Other Focusing”



# Dress and Grooming

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- Dress and grooming are often the first factors that others consider in forming an opinion.
- “Casual Day” does not mean “Slob Day”
- Dress for success



# Birth of Fear

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- Born without fear
- Conditioned to fear
  - *"Watch out!"*
  - *"You can't do that"*



# Prepare for worst case scenario

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- Think about the worst situation that will occur, then psychologically deal with it beforehand.
- Prepare yourself to encounter the situation with the worst possible outcome taking place then figure out what you can do to stop it from happening. This not only helps you deal with it should it occur, but it increases the likelihood of your success.



# Being needy and seeking approval

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- People sense when you are needy and unconfident.
- Rise above the need to be approved
- Without needing the approval you will get the approval.
  - Gives the message you are confident and happy with who you are.



# Clarity forms confidence

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- Talking quietly, mumbling, poor body language will often make others ask you to repeat yourself making you feel more frustrated and unheard.
- Talk with clarity and good volume.
- Open your mouth more to accentuate every word you speak.



# Poor Non-verbal Communication

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- Moving eye contact (*looking away*)
- Weak touch (*Handshake*)
- Stay away (*Distance between you & others*)
- Bad Posture (*slouched, poor breathing*)



# Self talk

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- Your thoughts play a large role in determining your confidence level.
- Avoid:
  - “What if they don’t like me?”
  - “What if I mess up?”
  - “What if I don’t know what to say?”
- ***“How can you expect to win against the world if you’re the only person on your team and you’re against yourself?”***



# Gas & Breaks Analogy

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- Picture yourself driving in a car towards your goal.
  - Negative self talk as the breaks
  - positive self talk and imagery as the accelerator.
    - "I am confident"
    - "I see myself succeeding"



# Love yourself! *(Or at least like yourself)*

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- Be your own cheerleader
- Respect yourself
- Treat yourself as your own champion



# Tips on Writing with Confidence

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1. Ask questions to get clear on the container for your words
2. Stop and think before you start
3. Let your writing settle
4. Be your own sounding board
5. Use bullet points for clear thinking
6. Write something digestible
7. Change your point of view
8. Don't let perfectionism get in your writing road



# Seven rules for the best presentations

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1. Never begin with an apology.
2. Avoid underestimating the audience's intelligence.
3. Respect the time limits.
4. Assume a reasonable amount of background, then present something that can be delivered in the amount of time given.
5. Remember that you're an advocate not the defendant.
6. Expect questions that will surprise you.
7. Have fun!



# Practice, Practice, Practice

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Dale Carnegie said:

*“Inaction breeds doubt and fear. Action breeds confidence and courage. If you want to conquer fear, do not sit home and think about it. Go out and get busy.”*



# Resources

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- Fearlessly Communicating and Talking with Confidence By Joshua Uebergang of EarthlingCommunication.com
- How to write with confidence: by Joanna Young of Confidentwriting.com
- <http://people.ucsc.edu/~goldenrules.html>



# Contact Information

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