



# *VIRTUAL* COACH

WORKBOOK

***CONFIDENCE***

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VIRTUAL

# Introduction

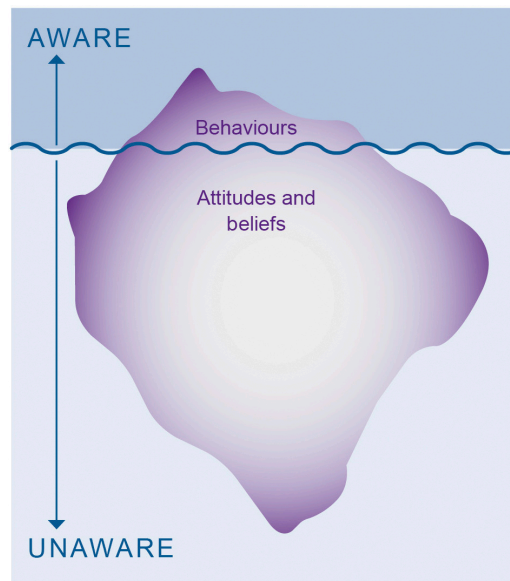
Success at work involves continuous development, evolution and change. Our ability to adapt and respond to change will impact our performance, learning and growth.

When we undergo personal development and change, we are required to act and think differently, this helps us to develop new skills and behaviours. This process happens at a conscious and sub-conscious level. Increasing our awareness at the sub-conscious level will have a significant impact on our performance. Often it is those things we are less conscious of that can interfere with our success.

The Iceberg Model below provides a visual representation of how we build self-awareness. As we increase our awareness, we become more conscious of our behaviours (above surface level). The things which we are less aware of, which can include attitudes and beliefs, exist at the sub-conscious level (below surface level). These things can often catch us out by interfering with our progress and success, without us being fully aware of it.

As we develop and evolve through change, our self-awareness increases. On a personal level this supports us to respond more effectively to change and helps us to develop within our roles. At an organisational level, this supports us to adapt to change when we are faced with restructures and organisational change.

## The Iceberg Model



The Virtual Coach report is based on the Engage Model and Methodology. Engage identifies a person's readiness for change and provides clear guidance on how to drive change. This methodology supports personal development and adaptability to change. The model covers 3 core categories: Confidence, Openness and Impact, spread across 15 scales.

This report highlights 3 clear development priorities for you to work on.

You can use this report on your own, with your line manager or as part of a programme. The Engage Methodology provides a clear, structured process for you to follow. It guides you on how to drive performance improvements to support successful change..

Suggested timelines are provided to help guide you.



# Engage Scales

Confidence	Self	Self Belief	High
		Self Awareness	Fairly High
	Task	Personal Capability	Fairly High
		Personal Influence	Fairly High
	Social	External Awareness	High
Openness	Communication	Communication	High
		Interpersonal Skills	Medium
	Change	Receptiveness	High
		Adaptability	High
	Process	Attitude	High
Impact	Commitment	Emotional Commitment	High
		Intention to Stay	Fairly High
	Performance	Voluntary Behaviour	High
		Productivity Orientation	High
		Performance	Medium

# Development Focus

Here is a summary of the 3 development priorities for you to work on:



**Self Belief** measures self-esteem and the extent to which we value ourselves. This is more commonly known as self-confidence.



**Receptiveness** is concerned with the degree to which a person is receptive and positive about change and how open they are to feedback and being challenged



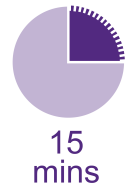
**Emotional Commitment** measures a person's feelings of attachment and loyalty to their place of work. This is closely linked to empowerment, satisfaction, commitment and performance.



# Confidence

## Introduction to Confidence

Watch this video



url: <https://engagecoach.com/video/confidence>

### Exercise

*How does a lack of confidence affect someone at work?*

*How does someone with high confidence behave at work?*

### What is 'Confidence' at work?

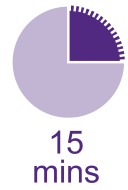
Confidence plays an important part in the way we present ourselves at work, how we engage in work activities and how we interact with colleagues. Confidence is particularly important in a work context because it can affect work outcomes, including things like decision making, risk taking, comfort in different settings and performance. Having a better understanding of how our personal confidence affects our effectiveness and productivity at work is very important for our personal development, growth and work performance.

*Describe how your current levels of confidence affect you at work?*

There are different aspects of Confidence, the one that you will focus on here is **Self Belief**

### What is Self Belief?

**Self Belief** measures self-esteem and the extent to which we value ourselves. This is more commonly known as self-confidence.



## Let's make it personal

You have scored yourself high on self-belief. This means you feel more self-confident, driven and motivated than most people. You are likely to be ambitious and enjoy taking risks. When leveraged, self-belief can help drive success. With high scores, potential blind spots can include: selective listening, over-confidence, over-ambitious, unrealistic performance estimates, high risk taking



## Do you agree?

*Here is a summary of your feedback, reflect and consider if you agree with these words.*

- Very self-confident
- Very positive self-view
- Ambitious, enjoy taking risks
- Very motivated, driven
- Blind spots – selective listening, over-confident, unrealistic, over-ambitious



## Get feedback

*Get some feedback by asking 3 colleagues if they agree with this summary?*



# What's the impact?

How does your **Self Belief** help/hinder you in the following situations?



30  
mins

## You?

*How does it help, or hinder you and your work?*

## Working with others?

*How does it help, or hinder you when working with other people, teams, customers etc.*

## Your organisation?

*How does it affect your contribution to the organisation?*



## Build on your strengths



30  
mins

Do you recognise this as a strength?

Are you making the most of it?

What else could you do?

Brainstorm ideas with colleagues

*Do you recognise your self-confidence as a strength? Yes/No Give a reason or an example for your answer*

*Think of three specific examples where your self-belief has helped you achieve success at work.*

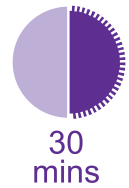
*How could you use your self-belief to achieve new goals, or support others to achieve theirs? Think of 2-3 examples, write them below*





## Pause for thought

*Are any of these catching you out?*



Selective listening – Does this relate to you? If so, how does this negatively affect your work and what 1 thing could you do to manage it, e.g. ignoring criticism,

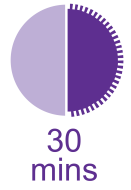
Over-confident (arrogant) - Does this relate to you? If so, how does this negatively affect your work and others and what 1 thing could you do to manage it

Over-ambitious (including being unrealistic, taking too many risks, over-estimating things) - Does this relate to you? If so, how does this negatively affect your work and what 1 thing could you do to manage it, e.g. ignoring criticism,



# Reflection

Spending time in reflection has consistently been shown to aid personal development. Review what you have covered so far and answer the following questions about your **Self Belief**.



**What has stood out for you?**

**What has surprised you?**

**What's your 'takeaway' from this development?**



## Commit to Success

Set some goals, act, move forward!

Setting **SMART** goals is a proven way to get results

**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**imebound

Build on the work you have done so far. Set one goal which you feel committed to achieving, which will help you develop and change. Complete the development action plan below.



**What** *(What action will you take?)*

**When** *(When will you do this?)*

**How** *(How will you measure progress?)*

**Who** *(Who can help? Hold you accountable?)*



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