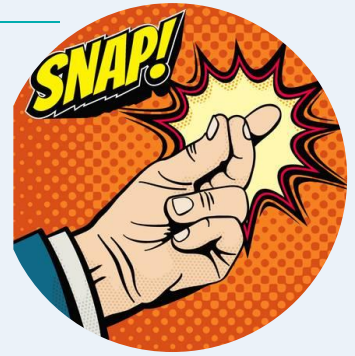


## EQ TIP SHEET

### CONFIDENCE IS A SNAP!

**Self-confidence is a good indication that someone has emotional intelligence.** They are self-aware and socially aware, and they practice the skills required to maintain a positive attitude in almost any context. **Here are a few simple actions we can take to boost our self-confidence:**



### SAY 'THANK YOU' MORE OFTEN

Saying 'thank you' is a great way to inspire confidence. **It lifts our own mood and shifts our focus towards the positive elements of a situation.** Switch 'sorry I'm late', to 'thank you for your patience'. Instead of 'sorry about that mistake', try 'thank you for helping us improve'.

Saying thank you also encourages confidence in other people we say it to. Reinforce the behaviours you want see in your team culture. **Catch people doing the right thing and say thank you more often.**

### NO IS EMPOWERING

Be clear about your priorities. **Don't explain, don't complain, keep it simple and just say no.** Focus and productivity boost confidence. It's not what we say yes to, it all the non-essentials we say no to.

- Thank you for the invitation. Please accept my apologies, I won't be able to make it.
- I'm unable to meet that deadline, how would next week work for you?
- I know someone that might be a fit for that. I'll email you their information.
- Another time might work.
- Sure, I can do that. Which of your other four projects would you like to put on the back burner?

*For more ideas, check out this list of [99 Ways to Say No](#).*

### ADMIT YOUR OWN SUCCESS

Confidence is an inside job. Reframe the story you're telling yourself. Remind yourself of past examples when you persisted and overcame challenges. Honour your past successes. Own your ability to learn and adapt. Embrace new challenges with a growth mindset.

*For more ideas, see the Tip Sheets on [Dissolving Imposter Syndrome](#) and [Growth Mindset](#).*

### POSITIVE POSTURE

Our body, brain and emotions are all connected. A closed or slumped over posture triggers stress reactions in the body. An open, upright posture releases positive confidence boosting hormones and neurotransmitters. Sit or stand up straight. Stretch your spine. Shoulders back. Lift your chin. Breathe slowly and deeply. Smile. You've got this.

*For more ideas, see [Amy Cuddy's TED Talk](#) and the Tip Sheet on [Relaxation & Breathing Exercises](#).*

*Bruce Williams*

[www.brucewilliams.com.au](http://www.brucewilliams.com.au)