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Quiet the **Hive**
Courageous · Inspired · Joyful · Confident · Curious

Communicating with Confidence

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Career Confidence

Today's Session

- What do we mean by communicating with confidence?
- What gets in the way?
- Strategies that help



Communicating with Confidence

- What does confident communication look like?
- *Your Answers*



Communicating with Confidence

- Types of communication

- *Presentations*
- *Emails*
- *Conversations*
- *Meetings*
- *Papers*
- *Sales pitches*
- *Blogs*
- *Social media...*



Women and Communication

- Double bind - we can be seen as likeable OR competent
- Brought up to be quiet
- Celebrate achievements of others
- Not to be boastful; be modest
- Women silenced historically
- Institutional sexism
- Intersectionality
- Cultural differences



Communicating with Confidence

- Speaking up (good or bad?) - Yale Study even women prefer women who speak less!
- We interrupt less and listen more
BUT
- Western world, speaking is the power position



Why is Our Communication Important?

- Sharing ideas
- Sparking innovation
- Reduces harm (NHS eg)
- Gives others permission
- Calling out bad practice
- Key to our business/ role
- Career progression - get noticed
- Be associated with your work/ ideas



My Story

- One step - emails
- Three interventions
- Not apologising 'not me'



Your Stories?

- What is your communicating story?
- Where do you nail it?
- Where do you feel less confident?



Communicating with Confidence

- What we say
- How we say it
- What we don't say



What We Say

- Hedges
 - *Just, actually, kind of*
- Apologies
 - *#sorrynotsorry*
- Qualifying Phrases
 - *“I’m sure you’ve already thought of this but...”, “Does that make sense?”*
- Indirect requests
 - *It would be good if we could...*



What We Can Do

- Say what you mean
 - *“I kind of think we should...”*
 - *“We should...”*
- Don't apologise unless absolutely necessary
 - *Instead of “sorry for...” say “thank you for...”*
- Don't use qualifying phrases
 - *You can still soften if you like*



How We Say It

- Speed
- Pitch
 - *Higher, softer, quieter*
- Pauses
 - *Uncomfortable silence!*
- Undermining structures
 - *Uptalk*



What We Can Do

- Slow down
- Check your pitch
- Pause
 - *“I’m going to let that sink in for a moment...”*
- Speak with authority
 - *Practice speaking without uptalk*
 - *Use statements rather than questions*



What We Don't Say

- Breathing
- Smiling (or not)
- Shrinking
 - *Small, soft, we*
- Positioning
 - *How we show up - in person or online*
- Presence
 - *the challenge of multitasking/ the mental load*



What We Can Do

- Post it note
- Don't be afraid to smile, or not...
- Sit/ stand up straight, don't hide
- Say what you mean (kindly!)
- Feet on the floor
- Breathe (box breathing)
- Power stance (Amy Cuddy)
- Groups of three - make points
- Statements rather than Questions
- Welcome others, but don't shrink to fit
- Sit at the table
- Be in shot, camera on
- Be present - put away distractions



Things to Do

- Record yourself -
listen/ watch back
- Ask for feedback
- Practice
- Seek opportunities
- Prepare (but not
always)



Other things to think about

- Gendered language
(stereotypes, job ads)
- Use structures eg Nancy
Kline's *How to Think*
- Where you sit
- Lean in!
- Think about the WIIFT



Tricks

- I know your feedback will be valuable - hold that thought while I finish
- I'm pleased you agree with the points I made
- Give credit or backup, hold space for others (I'd love to hear Susan finish her point...)



REMEMBER

- Your brain believes what you tell it
- Make yourself small, you'll feel small and hidden
- Claim your space, your brain will believe you 'deserve' it
- Fake it til you make it - AKA practice!



REMEMBER

“People take their cue from you. That’s it. If you act like you belong in the room, people will believe you do. If you act like your opinion matters, others will too”

Evelyn Lieberman
(Bill Clinton’s Press Secretary)



8 elements

of Career Confidence

Moving past imposter syndrome & the inner critic

Communicating with confidence

Creating, setting & keeping your boundaries

Creating and developing resilience

Bringing your authentic self to your role

Beating procrastination

Owning & celebrating your achievements

Stop hiding and start leaping

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All resources for **Career Confidence** hosted at <https://quietthehive.com/courses/career-confidence/the-career-confidence-resources/>

Get in touch -
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Instagram -
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Next Session - Creating, Setting and Keeping Your Boundaries - Oct 3rd - 10-11am



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