

Worksheet

Why do we need to master confidence?

What ONE word can we not stress enough?

The P

P

The six human needs

Rosario's story



Worksheet

How did the manager react?

The trick with confidence is...

Setting Expectations

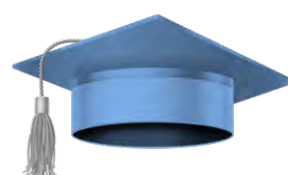
The A

E

Actual P

P

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR
VERY GOOD	8.1	7.6	5.6	4.3	4.5
GOOD	7.9	7.6	5.9	4.5	4.3
AVERAGE	7.4	6.9	5.7	4.3	3.9
POOR	6.5	6.4	5.0	3.0	2.7
VERY POOR	7.0	6.5	4.8	3.0	2.7



Worksheet

M

NOT ALLOWED!

We are hired, given opportunities, responsibilities, promoted on our...

The Power of P

A great example

Chloe's story



Worksheet

What did she do?

The Language of C

Final thought

