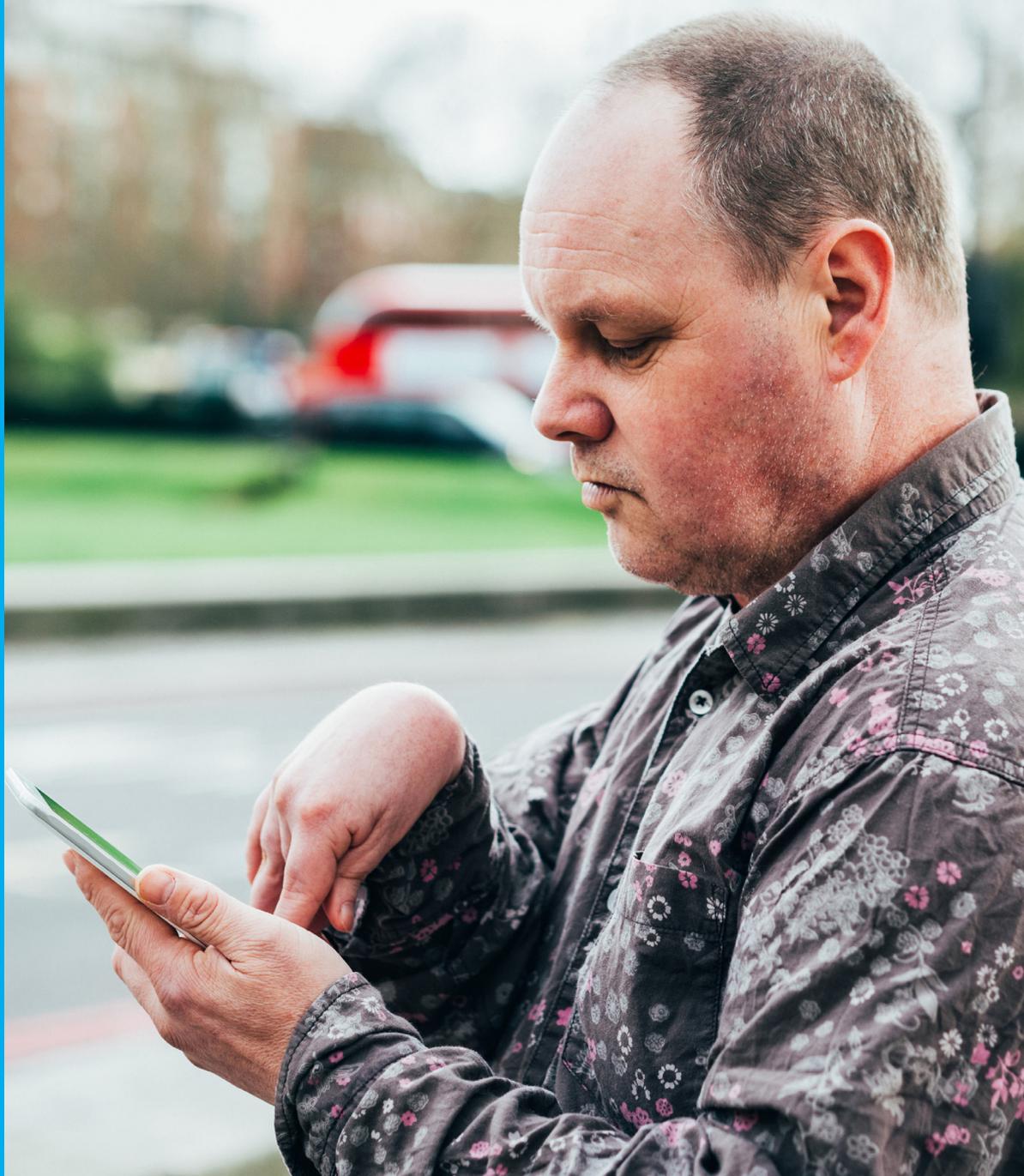




# Feeling confident in employment

 **BARCLAYS** | LifeSkills



# Module overview

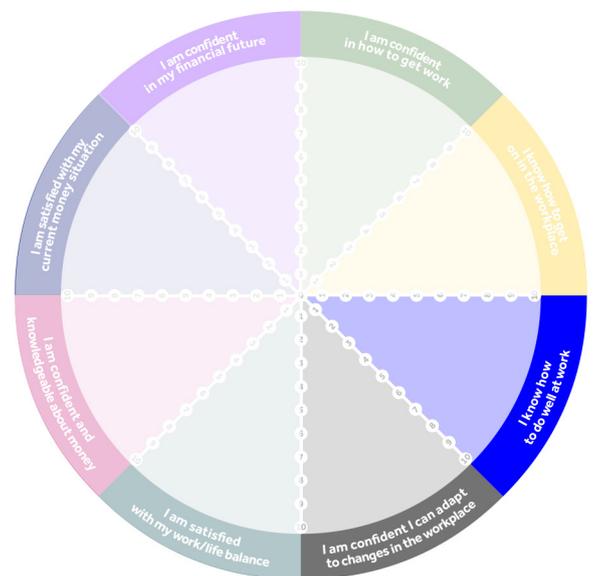
This module will share valuable tips with adult learners to increase their confidence and build a growth mindset so they can succeed in the workplace in a current or new role. It will help learners to understand key factors for success and provide tips and techniques to improve their confidence, boost their performance and feel fulfilled in their role.

Time	Key learning outcomes	Which will lead to
30 mins	<p>By the end of the module, learners will be able to:</p> <ul style="list-style-type: none"> <li>Understand the importance of a growth mindset</li> <li>Reflect on their performance in the workplace and identify how they will address any issues</li> <li>Understand how to build good workplace relationships in order to build confidence, feel supported and get on in the workplace</li> <li>Feel more focussed and be more organised</li> <li>Understand how to become a valuable resource to their employer and why continually developing their skills is important for future employment prospects</li> </ul>	<ul style="list-style-type: none"> <li>Improved confidence in their role and a higher chance of progression and enjoyment</li> </ul>

## Important

Introduce the activity and theme and remind your learner of the coaching-based approach. Agree the desired outcome of the session with your learner.

Throughout the activity, we have included **'do now'**, **'do soon'** and **'do later'** actions which may help your learner to think about the next steps they could take. Alternatively, you could use the 'do now', 'do soon' and 'do later' headings to help your learner come up with their own actions.



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# Core activity one

## Feeling confident in employment

Time	Educator guidance	Expected outcome
⌚ 2-3 mins	<p>Refer back to your learner’s LifeSkills wheel and discuss how they scored themselves in the relevant area.</p> <p>Discuss what they need to know/do to be able to increase how they rate their satisfaction with this area.</p>	<ul style="list-style-type: none"> <li>Learners are reminded of where they are now and what they need to do to reach a higher satisfaction score in this area</li> </ul>
⌚ 3-5 mins	<p>Explain to your learner that this module is about feeling confident in employment and understanding key factors for success in the workplace.</p> <p><b>Sensitively gain an understanding of your learners background by asking them some opening questions such as:</b></p> <div style="background-color: #e0f0e0; padding: 10px; margin: 10px 0;"> <p><b>What can you tell me about your current role?</b></p> <p><b>How long have you been in your role?</b></p> <p><b>Is it permanent or contract?</b></p> <p><b>How confident do you feel in your current role?</b></p> </div> <p><b>Explain that there are five key factors to succeeding at work:</b></p> <div style="text-align: center; margin: 10px 0;">  </div>	<ul style="list-style-type: none"> <li>Learners will gain understanding of the key factors to succeeding at work</li> </ul>

# Core activity two

## Feeling more impactful

Time	Educator guidance	Expected outcome
<p> 15-20 mins</p>	<p>Explain to your learner that you are going to talk through each of the key factors and complete activities that will support them to feel more impactful, confident and fulfilled at work. It may be that you choose a few factors to focus on that are particularly relevant to your learner rather than discussing all five.</p> <p><b>Growth mindset</b></p> <p><b>Ask your learner:</b></p> <div style="background-color: #e0f2f1; padding: 5px; margin: 10px 0;"> <p><b>Do you know the difference between having a fixed mindset and having a growth mindset?</b></p> </div> <p>Explain that a <b>fixed mindset</b> is the belief that your qualities, such as abilities, attitude and behaviour, are unchangeable.</p> <p>Explain that a <b>growth mindset</b> is the belief that your abilities can be developed through dedication and hard work. Growth mindset is a way of seeing the world that is:</p> <ul style="list-style-type: none"> <li>• Solution-focused</li> <li>• Open to continued learning and development</li> <li>• A manifestation of positivity, resilience, creativity, proactivity and problem solving skills in practice</li> </ul> <p><b>Ask your learner:</b></p> <div style="background-color: #e0f2f1; padding: 5px; margin: 10px 0;"> <p><b>Why is it valuable to develop a growth mindset?</b></p> </div> <p>Explain that employers look for a growth mindset as this underpins the right behaviours for the workplace. Having a growth mindset can increase learning and achievements both inside and outside the workplace.</p> <p>For instance, a person with a fixed mindset might avoid challenges and give up at the first sign of difficulty. Whereas a person with a growth mindset will embrace new challenges and view knockbacks as part of the journey.</p> <p>Ask your learner to reflect on their attitude at work and complete the <b>My attitude to work</b> handout. Encourage them to come up with examples to support their answers. Ask your learner to pick two statements where they have a fixed mindset and transform these statements into a growth mindset.</p>	<ul style="list-style-type: none"> <li>• Learners will gain understanding of the key factors to succeeding at work and how they can apply these within their own lives</li> <li>• Learners will be able to identify areas in the workplace they would like to improve on and the steps they can take to see this improvement</li> </ul>

# Core activity two

## Feeling more impactful (cont'd)

Time	Educator guidance	Expected outcome
	<p><b>Performance</b></p> <p>Explain that doing your job well, and having an understanding of what you need to improve, is key to feeling fulfilled and being trusted by others.</p> <p><b>Start by asking a series of questions that will prompt your learner to think about their performance at work:</b></p> <div style="background-color: #e0f2f1; padding: 10px;"> <p><b>What are you doing well at?</b></p> <p><b>Have you received any positive feedback from managers or colleagues on your work?</b></p> <p><b>Are there areas of your job where you feel you could improve?</b></p> <p><b>Have any areas of development been identified by your managers or employer?</b></p> </div> <p>Reassure your learner that everyone has areas they need to work on – the important thing is to be open to continuing to learn and develop.</p> <p>Ask your learner to identify the one thing they could improve that would have the most impact at work.</p> <p>Explain that employers will be impressed if you are proactive about addressing areas you would like to, and know you can, develop in. Ask your learner if they can think of some ways to do this.</p> <p><b>Suggestions include:</b></p> <ul style="list-style-type: none"> <li>• Discuss your development with your manager. Be honest about what you would like to improve and have some ideas prepared. Ask what opportunities are available to you</li> <li>• Request a mentor or buddy – from within or outside the organisation. Think about specific areas you would like help with</li> <li>• Ask for assistance from a colleague on a specific issue. They'll usually be happy to help</li> <li>• Find out about internal or external courses which could expand your knowledge. Discuss possible opportunities with your manager</li> </ul> <p>If there is time, talk through <b>Jas' case study</b> and the steps she took to seek support.</p>	<ul style="list-style-type: none"> <li>• Learners will gain understanding of the key factors to succeeding at work and how they can apply these within their own lives</li> <li>• Learners will be able to identify areas in the workplace they would like to improve on and the steps they can take to see this improvement</li> </ul>

# Core activity two

## Feeling more impactful (cont'd)

Time	Educator guidance	Expected outcome
	<p><b>Organisation</b></p> <p>Explain that being organised means you can be more focussed, efficient and effective which aids performance. Key organisational skills include time management, meeting deadlines, being able to prioritise tasks, delegating efficiently etc.</p> <p>Start by asking your learner how they mostly spend their time at work.</p> <p><b>Prompt questions to ask include:</b></p> <p><b>How do you plan your day?</b></p> <p><b>What are your priorities for each day or week?</b></p> <p><b>Are there any tasks that take up more time than others, or that take up a significant part of the day?</b></p> <p><b>How can you make sure you get your core tasks done, as well as responding to issues or urgent tasks when they arise?</b></p> <p><b>What action can you take to increase focus and productivity?</b></p> <p>If there is time, talk through <b>Mark's case study</b> and the steps he took to improve his time management. Agree with your learner one thing they could do to improve their organisation skills.</p> <p><b>Relationships</b></p> <p>Explain to your learner that having good relationships with colleagues will help them feel supported, build confidence and have a positive impact on their work.</p> <p>Highlight that building quality relationships with coworkers, colleagues and employers will improve teamwork, collaboration, productivity and morale. Key characteristics of good relationships in the workplace include trust, mutual respect, mindfulness, welcoming diversity and open communication.</p> <p>Look at the <b>Strengthening relationships at work – top tips</b> with your learner and identify two or three things they could work on to build their relationships with colleagues.</p> <p><b>Bringing value</b></p> <p>Explain to your learner that making themselves a valuable employee and demonstrating that they are willing to learn and grow, will attract positive attention from managers.</p>	<ul style="list-style-type: none"> <li>Learners will gain understanding of the key factors to succeeding at work and how they can apply these within their own lives</li> <li>Learners will be able to identify areas in the workplace they would like to improve on and the steps they can take to see this improvement</li> </ul>

# Core activity two

## Feeling more impactful (cont'd)

Time	Educator guidance	Expected outcome
	<p>This will give them more visibility, and more recognition, which can lead to greater responsibility, new opportunities, being entrusted with specialised tasks, or being enabled to advance your knowledge, for example through internal or external training.</p> <p><b>Some ways of bringing value include:</b></p> <ul style="list-style-type: none"> <li>• Speaking up in meetings</li> <li>• Sharing ideas for more efficient ways of doing things or new opportunities which the organisation could consider</li> <li>• Informally updating your manager on what's going well and what you'd like support with</li> <li>• Learning more about the culture, department and organisation that you work for</li> <li>• Volunteering for extra jobs or opportunities, like being in charge of a work-based event or asking for additional responsibility</li> <li>• Being proactive, enthusiastic and solution-focused</li> </ul> <p>Agree with your learner one thing they could do to bring more value to their employer.</p> <div style="background-color: #e0f2f1; padding: 10px;"> <p><b>Do now:</b> Reflecting on the learnings from the session, decide which factor (growth mindset, performance, organisation, relationships, being valuable) is most important to you right now to feel confident in employment and any areas you'd like to make improvements</p> <p><b>Do soon:</b> Use the <b>My action plan</b> to help you make improvements, including steps you can make independently and steps that you need support with. Note down who could support you, such as colleagues or your manager</p> <p><b>Do later:</b> Revisit your plan to see whether you have made these steps and reflect on how confident you feel now. If you would like support from your manager or employer book in a meeting with them to discuss your personal development</p> </div> <p>If relevant, your learner may benefit from other modules including:</p> <ul style="list-style-type: none"> <li>• Becoming confident with your communication skills</li> <li>• Values and behaviours to succeed at work</li> <li>• Creating your personal brand</li> </ul>	<ul style="list-style-type: none"> <li>• Learners will gain understanding of the key factors to succeeding at work and how they can apply these within their own lives</li> <li>• Learners will be able to identify areas in the workplace they would like to improve on and the steps they can take to see this improvement</li> </ul>

# Wrap up

Time	Educator guidance	Expected outcome
⌚ 3-5 mins	<p><b>Ask your learner:</b></p> <p><b>Thinking about what you have covered in this session, what steps can you take next to move forward in this area?</b></p> <p>Agree an action or next step that your learner can take to consolidate what has been covered in the session.</p> <p>Discuss any gaps that your learner feels they have in knowledge, skills or confidence in relation to this module and agree how these might be addressed.</p> <p>Refer the individual back to the LifeSkills wheel and check if they are closer to achieving their desired score.</p>	<ul style="list-style-type: none"> <li>Learners are able to identify an action or next step to move forward in this area</li> <li>Learners should feel more confident in discussing gaps and have a plan to address this</li> </ul>

# Optional extension

Time	Educator guidance	Expected outcome
⌚ 10 mins	<p>Support your learner to fill out the <b>My action plan</b> handout, prompting them to reflect on the learnings from the session and to use the tips and suggestions provided for each of the factors for success.</p> <p>Discuss their answers and support them to decide on the steps they can take to feel confident in the workplace.</p>	<ul style="list-style-type: none"> <li>Learners will have the opportunity to create an action plan to move forward in their chosen area</li> </ul>

# Feeling confident in employment

## My attitude to work

Think about you how you feel towards work and rate yourself against the statements below. Think about an example to support each of your answers:

	Yes	No	Sometimes	Examples
I am motivated without needing influence or input from others				
I can easily focus on the tasks at hand				
I approach new tasks positively and enthusiastically				
I take inspiration from the work of my colleagues and peers				
I am resilient and solution-focused				
I take accountability for my actions				
I am able to see my mistakes as opportunities to develop and adapt				
I am open to receiving constructive feedback from my colleagues and manager				
I am proactive in seeking out new opportunities to develop				

List two statements where you have a fixed mindset and transform them to a growth mindset:

Fixed mindset	Growth mindset
<b>Example:</b> My colleague is a better communicator than me.	<b>Example:</b> I can develop my communication skills by asking for advice from my colleague and talking to my manager about opportunities where I can practise my communication.
1.	
2.	

# Feeling confident in employment

## Case studies

### Seeking support – Jas



Jas works for a food production company. She has dyslexia but was scared to tell her manager because she hadn't told the company at the interview. This made her quite anxious about sending out client emails or being seen as careless with proof-reading and this has impacted her general happiness. After a colleague spoke to her about errors in a client email that went out, she decided to say something to her manager. Her manager was supportive and set her up with a grammar checker.

Together they decided that Jas would send draft important client emails to her colleague to review. The manager was grateful that she had brought the matter up and informed her that she was doing well. This made a huge difference to Jas' confidence; she immediately relaxed and felt a part of the team and wished she'd done it earlier.

### Setting focus to avoid distractions – Mark



Mark works as a vehicle mechanic. He sometimes found himself at the end of the day with important tasks unfinished, so he had to stay late at work to complete them. Reflecting on his organisation, he realised that he did whatever he was asked to do immediately without considering how urgent or important the task was; small jobs took him longer as he would often be working on two things simultaneously.

Mark asked his colleague for advice with time management. His colleague suggested that first thing each day Mark created a daily to-do list, scheduling tasks from others according to their urgency and importance. He also suggested Mark focused on one task at a time, to see whether that helped him achieve more in less time.

# Feeling confident in employment

## Strengthening relationships at work – top tips

**There are many ways to develop relationships with colleagues. You could build your network by:**

- Being aware of and sharing industry news
  - Taking a proactive role in contributing to your company culture
  - Taking an interest in other staff members and their roles
  - Joining staff activity groups
  - Socialising appropriately outside of work
- 

**There are lots of different ways to strengthen existing relationships. These include:**

- Be a team player – acknowledge others' contribution and collaborate
  - Show your appreciation for others
  - Communicate honestly and with integrity
  - Put yourself in others' shoes – build empathy
  - If you have capacity, ask how you can help others
  - Be positive (and realistic) in challenging situations
  - Be respectful and talk to someone directly about any problems
  - Practice active listening and avoid interrupting others
  - Have a coffee with someone you don't know well or would like to improve your relationship with. Getting to know people on a personal level can improve communication dramatically
-

# Feeling confident in employment

## My action plan

The area I would like to focus on is (choose one from growth mindset, performance, organisation, relationships and being valuable):

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My strengths in this area are:

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The things I would like to improve are:

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What will help me grow at work?

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Is there anyone who can support me make these changes?

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List three steps you can take to make these changes (remember to revisit these occasionally)

1.

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2.

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3.

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