How to Build Your Confidence and Approachability

Or: Getting Other People to Trust You

Or: How To 'Own the Room'

Or: Confessions Of A Recovering Awkward Person

Or: Operating Manual For Being Human With Other Humans

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https://www.masterclass.com/classes/people-intelligence

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Confidence and Approachability

Why is this important?

"To convince people to do things."

"To get people to trust me."

"To stand up in front of a lot of people and talk."

"To interact with a large range of people."

"I want people to trust me and to listen to me."

Confidence and Warmth = Charisma

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Approachability

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Let's Start with Approachability

Approachability means:

- People find it easy to talk with you.
- They feel your warmth.
- You set them at ease.
- They feel they can trust you.
- They enjoy talking to you.

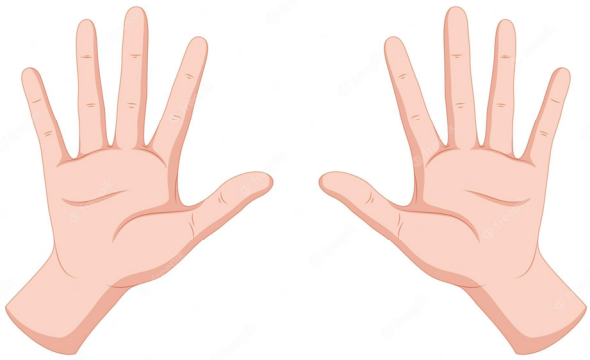
Everyone wants to be trusted. And you need trust to do your job.

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"Approachable" Body Language

Use Friendly Body Language

- Palms of hands visible

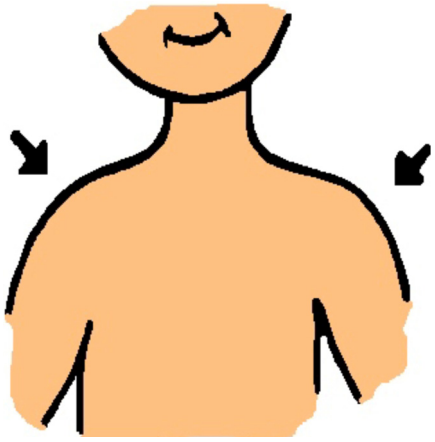


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"Approachable" Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down



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“Approachable” Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down
- Smile / laugh

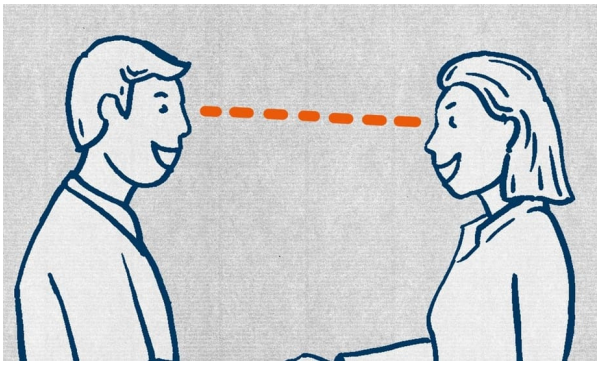


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“Approachable” Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down
- Smile / laugh
- Eye contact

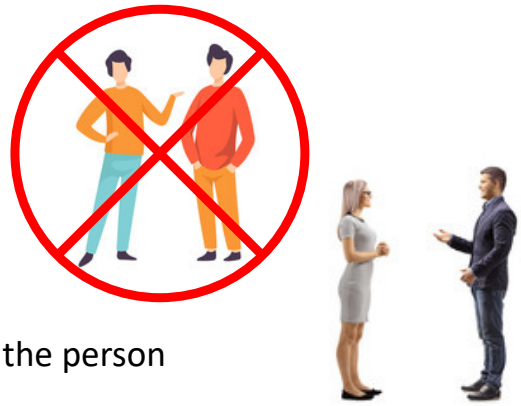


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“Approachable” Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down
- Smile / laugh
- Eye contact
- Angle your body towards the person



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“Approachable” Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down
- Smile / laugh
- Eye contact
- Angle your body towards the person
- Get close (not too close)





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“Approachable” Body Language

Use Friendly Body Language

- Hands visible
- Shoulders down
- Smile / laugh
- Eye contact
- Angle your body towards the person
- Get close (not too close)
- Touch – let’s talk handshakes (firm, pump x3, optional touch)



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“Approachable” Body Language



Avoid:

- Closed body language (crossed arms, closed fist)
- Hands in pockets
- Putting objects between you
- Looking over their shoulder

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Now We Do the Talking Part

Use Conversation Openers

[The hardest part of a conversation is the opener.]

- What was your favorite breakout session today?
- I'm not from around here, what is the best place for dinner?
- What did you think of the _____ thing earlier?
- Isn't this venue cool?

- Bonus Trick: Keep a list of openers.

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Now We Do the Talking Part

Keep Your List of Prompts Handy

- Have you been working on anything exciting recently?
- What's the best part of your week?
- Have you tried any new restaurants lately?
- Are you working on any personal passion projects at the moment?
- Have any big vacation plans coming up?
- What has been a recent inspiration for your work?
- Remember: People love talking about themselves!

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Now We Do the Talking Part

What makes a good question?

- Open-ended (avoid: Yes/No questions)
- Ask about their feelings, experiences, interests and opinions
- Look for natural follow-up questions
- Make it quirky and fun
- Keep a good list handy*

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Now We Do the Talking Part

Keep It Going

- Echo Technique
- The Secret is in the Eyebrows
- The Odd Detail Prompt
- Use Interest Probes
- Open Ended Questions*
- Focus on Their Areas of Interest
- Triple Head Nod
- Remember: People love talking about themselves!

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Now We Do the Talking Part

From Fact to Feeling:

- People will not remember the conversation, but how they FELT about the conversation.
- They share a fact: “I just finished reading this amazing book.” Instead of a simple “What’s it about?”, you could say, “I can see you’re excited about it. **What about the book moved you?**” This transitions the conversation from the cerebral to the emotional.
- Ask questions about how the other person FEELS about the story they just told you.
- Remember: People love talking about themselves! (Especially their feelings.)

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Getting Ready for the First Exercise

The Take-Aways:

- Body language speaks far louder than voices --- open, open, open that body language up.
- Remember: People love talking about themselves!
- Make sure to get to their feelings.

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Exercise: Striking up a conversation.

Body Language

- Hands
- Smile
- Eyes
- Touch (x3)

The Talking Part

- Introduce yourself and ask their name
- Conversation opener
  - "What did you think of the _____ thing earlier?"
- Echo Technique
  - "So, I you liked X because of Y."
- Use Interest Probes
  - "Do you ever wonder about ___?"
- Feelings
  - Ask anything about how they felt. Make it up.

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Confidence

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Now on to Confidence Building

Confidence means:

- You feel grounded and powerful
- People listen to you
- They trust your judgment
- They think of you as an expert

(This is not arrogance or conceit.)

Confidence is essential for making a difference in your community.
If people don't listen to you, how can you be successful?

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"Confidence" Body Language

Things to do:

- Shoulders down & back
- Take up space - elbows out, chin up, broad chest
- Move slowly and relax
- Lots of hand gestures
  - Counting on fingers – "Three important things…"
  - Beach ball – "big idea"
  - Rub hands – "this is going to be fun"
  - Steeple fingers – "I think a lot"

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“Confidence” Body Language

Things to avoid:

- Hunched shoulders
- Slouched
- Arms in closed position
- Wide open eyes

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“Confidence” Vocal Patterns

Things to do:

- Project your voice
- Use intonation and cadence
- Talk slowly and relax
- Match your eyes to the words
- Lower your tone
- Use silence
- Focus on the “landing”

Things to avoid:

- Uptalk
- Vocal fry
- Mumbling

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"Confidence" Other Random Stuff

Tips for when you are just starting out:

- Try this is a "safe space" first (like this conference!)
- Start in your area of deep expertise, then branch out
- For a big speech, do a "Pre-Game" confidence boost
  - Stand tall and wide
  - Listen to something inspiring
  - Stay off of social media
- Bonus: if you see a 'doubter' that you care about, just stop completely and look at them and ask, "Any questions, comments?"

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Exercise: Speech.

Body Language

- Shoulders
- Hands
- Slow
- Space

Verbal

- Project voice
- Intonation
- Slow
- Lower tone
- Silence
- Landing

I pledge allegiance to the Flag of the United States of America, and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all. (x2)

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What now?

Practice Today and Tomorrow at Conference

- Hands, Smile, Eyes, Closeness, Touch = warmth
- Shoulders, Gestures, Slow, Big Space = confidence
- Conversation questions list = prepared
- Slow, relaxed speech + silence = expertise

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