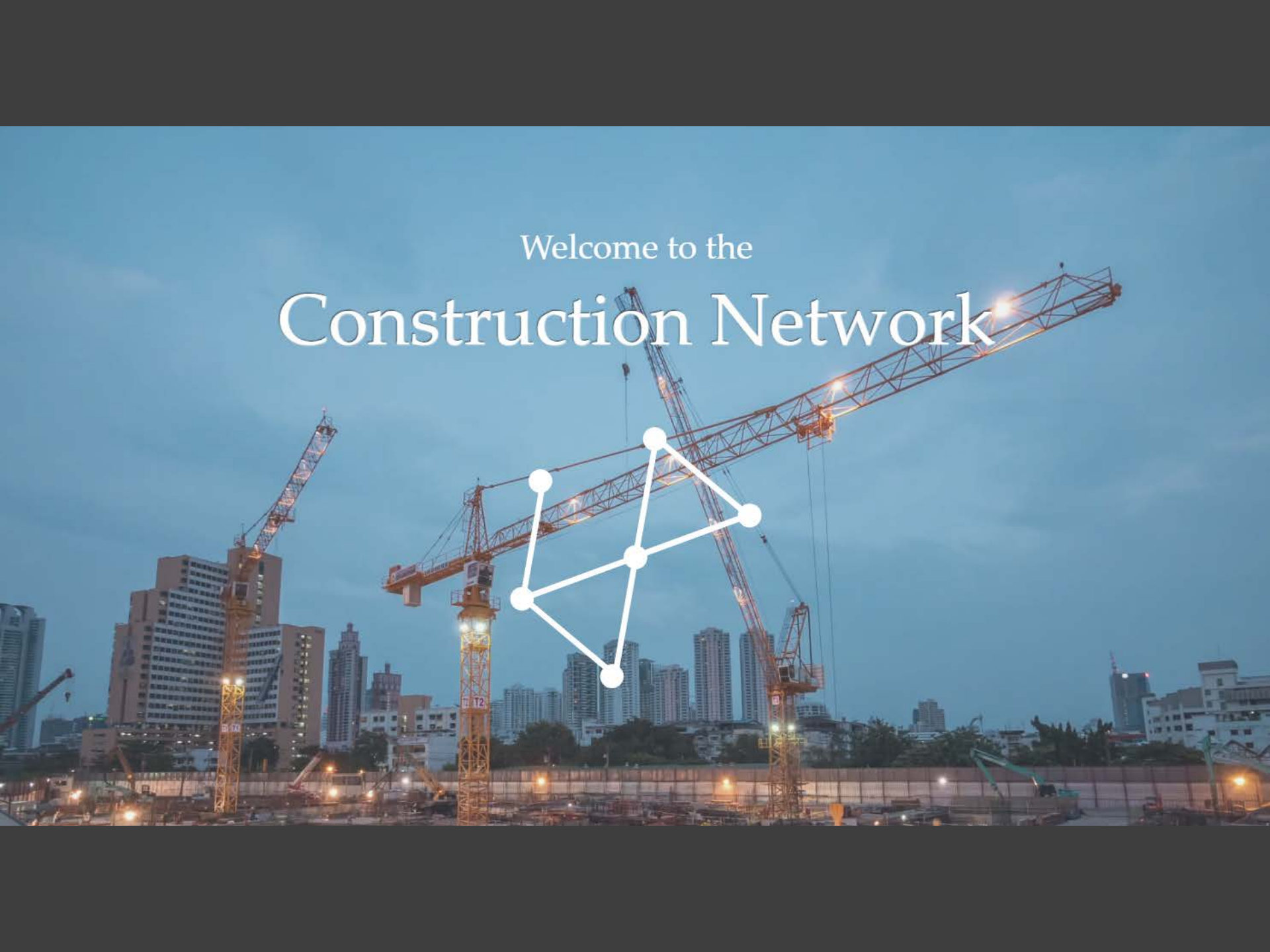


Welcome to the  
**Construction Network**



# Building Confidence

*Grant Hamilton*

The Construction Network



“A lot of people, when a guy scores a lot of goals, think, 'He's a great player', because a goal is very important, but a great player is a player who can do everything on the field. He can do assists, encourage his colleagues, give them confidence to go forward. It is someone who, when a team does not do well, becomes one of the leaders.”

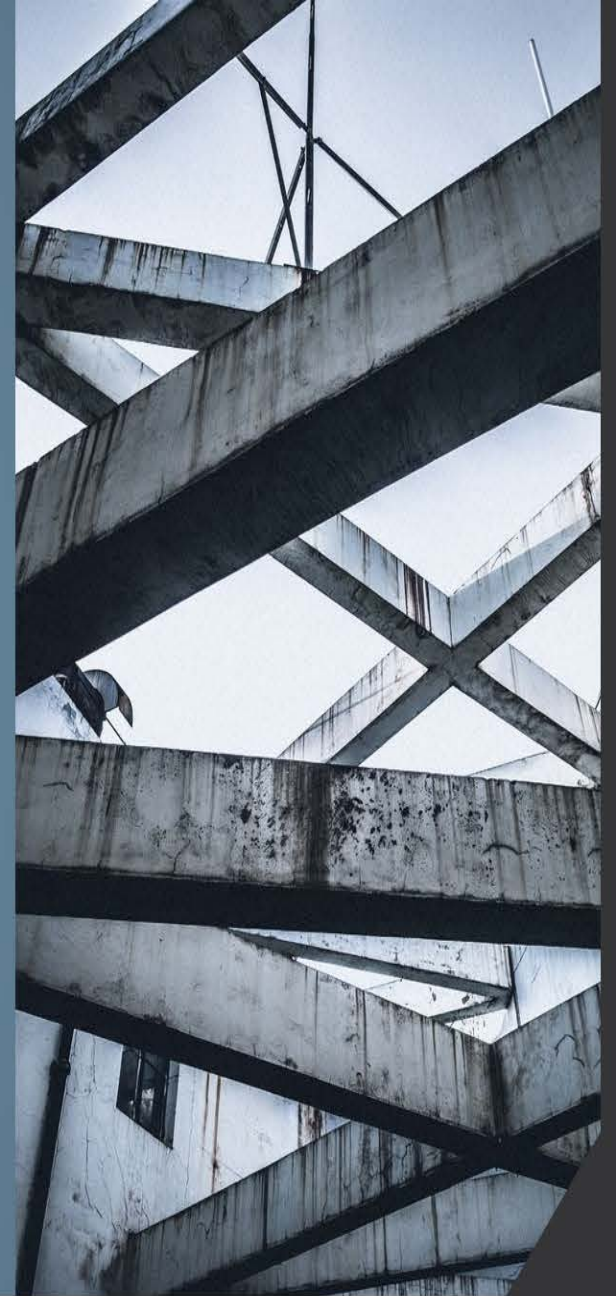
*Pele*



- Getting “Dropped in at the Deep End”
- Learning the Process of Something New
- It Takes Time to Get to Learn Something New
- Beliefs and Self Esteem
- Why Have We Been Given the Opportunity?
- Stop, Start and Continue
- Things to Remember



- Happens a lot and not just here!
- Why does it Happen?
- What can we do to Stop it Happening?
- How can we react to minimise the “Deep End”?



# Learning the Process of Something New

- I want you to think about the time you've taken up a new Hobby or Pastime?
  - Why did you decide that you wanted to do that?
  - What was your mind set when you decided?
  - What did you do?
  - How quickly were you successful at it?
- The Four Steps of Learning Something New
  - Unconscious Incompetence
  - Conscious Incompetence
  - Conscious Competence
  - Unconscious Competence



# It Takes Time to Learn Something New!

- However sometime “time” isn’t something we have!
  - Or maybe it just feels like that
- Pressure to “get it right from the start”
  - Customers
  - Peers
  - Staff
  - Our Self
- Understanding the learning curve
- What transferable skills and knowledge do we already have?
  - When did we do this before?



# Beliefs and Self Esteem

- Our beliefs and self esteem can impact on our confidence
- We need to understand how we operate and create the right **POWERful** outcome for ourselves
  - Positive
    - state what you do want – you've already done that!
  - Own it!
    - make it YOUR outcome
  - What will it look/feel/smell/taste like?
    - Sensory specific
    - Need to know when you're there or on track
  - Ecology –
    - Consequences - do you want them?
    - Think about the ripple effect – who else will be effected
  - Route
    - What's the first step and the next one?
    - What resources do you need to achieve your goal?





# Why Have We Been Given the Opportunity?

- Why do we need to understand this?
- What skills and knowledge have we exhibited to senior management?
- Have we asked THEM why THEY think we are capable of doing it?
- Have THEY told us where they feel the gaps in our knowledge and abilities may lay so that we can address these?
- Or is it just assumed?





# Things to Remember

- Better questions will enable you to get better information
- Using words like “specifically” and terms like “can you tell me” will create a different response from the other person
- Better questions will also help check people’s understanding of what is expected of them when working or visiting your site
  
- *IT can take between 21 & 28 days to change people’s practice. Once you have your routine, you MUST, MUST, MUST stick to it!!!*

