



2017 SOA
**Annual Meeting
& Exhibit**

Oct. 15-18, 2017
Boston, MA

Session 040 IF - Leadership Presence: Portraying Confidence & Courage

Moderator:

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Presenter:

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LEADERSHIP PRESENCE: PORTRAYING CONFIDENCE & COURAGE

**Presented by Barbara Taylor, CPCU
Society of Actuaries Annual Meeting**

October 16, 2017

Raise your Hand

- **Have kept quiet in a meeting or discussion because you were only 70% sure your information was correct?**
- **Have voiced an idea in a meeting and got no reaction but later someone else says the exact thing and everyone reacts positively?**
- **Didn't apply for a job or opportunity because you didn't have all the experience or only had 75% of the skills required?**
- **Have been told that you intimidate others?**
- **Have seen someone with less skills or experience be promoted over someone who had better capability?**



Leadership Presence

- **Gravitas**
- **Communications**
- **Appearance**

Character
Substance
Style



Session Goals

- **To understand what holds people back from acting with confidence and courage**
- **To learn about the interplay of confidence and competence**
- **To identify the behaviors of being actively courageous and confident**
- **To learn techniques for portraying confidence and courage**

What is Confidence?

- **Self-Assurance**
- **Self-Worth**
- **Competency**
- **Sense of Belonging**



What is Courage?



- Standing up for what you **believe**
- Having the ability to be who you **really** are and do what you **really** want – especially when it challenging, scary or inconvenient

What does FEAR Have to Do with It?



- Having **Confidence** or **Courage** does not equate to an absence of **FEAR**
- In fact, it's when you face your **FEAR** that you build **Confidence** and **Courage**

Confidence, Courage and Risk Taking...

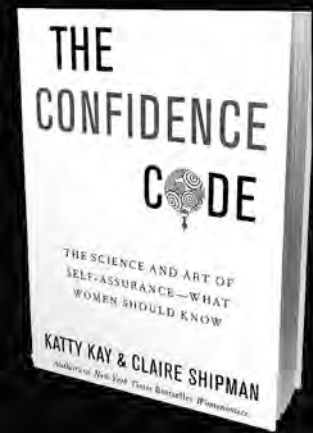


- There is a relationship between **Confidence** and **Courage** and taking risk
- More perceived **RISK** = less **Confidence** or **Courage**
- **Behavioral Risk Tolerance** – learning to be more comfortable with not being comfortable

The Confidence Code

Book by Katty Kay & Claire Shipman

- What doomed women was not their actual ability to do well on the tests.
- They were as able as the men were.
- What held them back was their choice not to try.



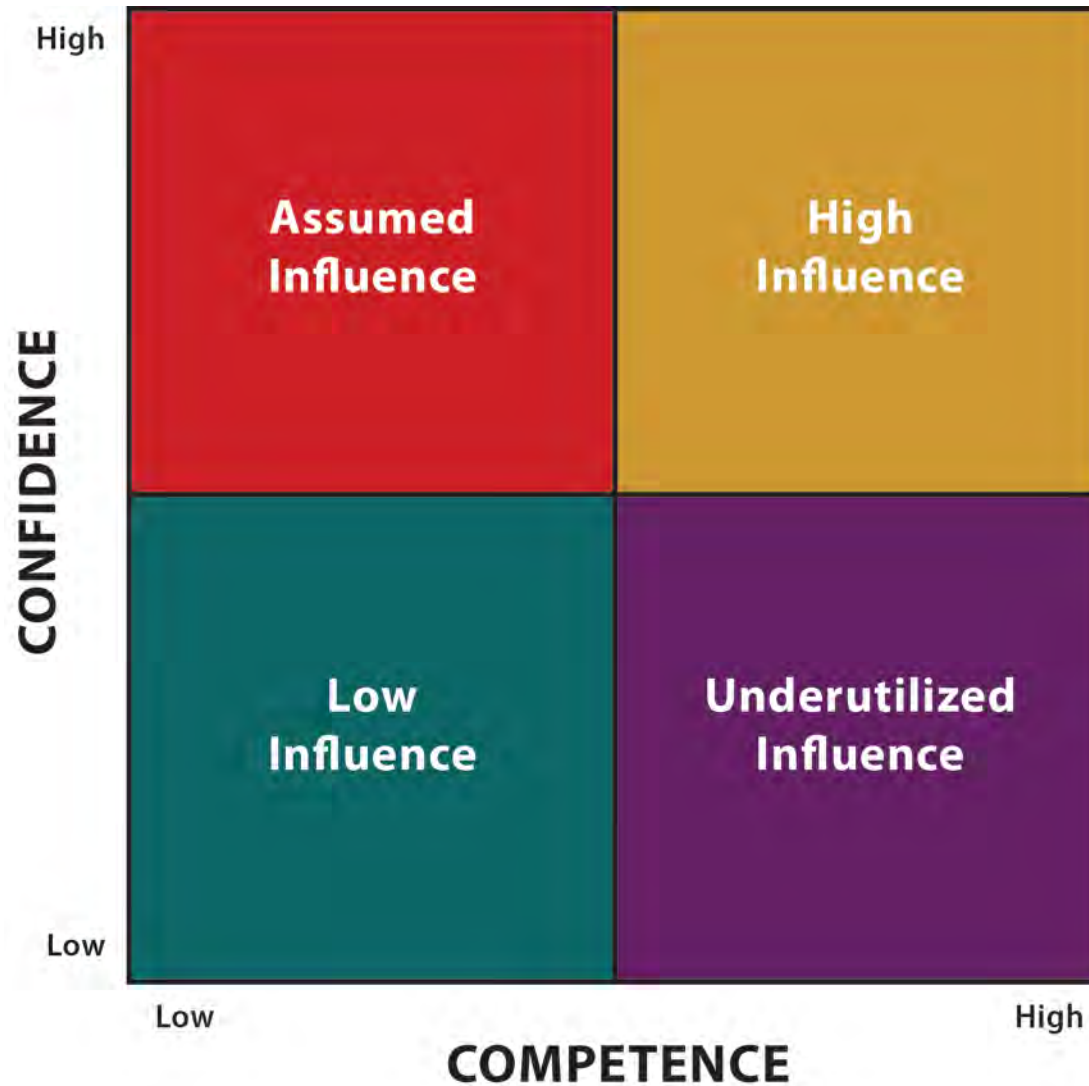
The Confidence Gap - Action

ACTION



The Confidence Gap - Influence

INFLUENCE



How is Meaning Conveyed?



- **Words**
- **Tone**
- **Body Language**

Confidence & Body Language



“Your actions speak so loudly, I cannot hear the words you say.”

Ralph Waldo Emerson

Not Acting with Courage or Confidence



- Become Invisible – in Meetings, Day-to Day Work
- Soft, Strained, High Pitch Voice – or No Voice
- Body Language **SHOUTS** Being Uncomfortable
- Deferring to Others (when you really don't want to)
- Poor Eye Contact
- Shy or Lack Perseverance
- More Comfortable Following
- Too Concerned about What Others may Say or Think
- Will try to Wait long enough for Person or Issues to Go Away
- Will let Things Fester rather than Dealing with Them Directly

Overusing Confidence and Courage



- **Not a Team Player**
- **Not Mindful of Other's Personal Space**
- **Constantly Takes Center-Stage in Meetings**
- **Body Language is Too Strong or Direct**
- **Voice is Loud and/or Words are Over-The-Top**
- **May have Chilling Effect on Open Debate and Discussion**
- **Is Considered Aggressive by Others**
- **May be Considered Reckless**
- **Not Mindful of (or Doesn't Care About) Other's Cues or Discomfort**

Feeling Confident and Courageous



- You are breathing easily
- You are moving towards a goal or action with a sense of purpose
- You believe it is possible to tackle and achieve things others consider difficult
- You are proactive rather than defensive
- You contribute your ideas, raise questions and push back when necessary
- You can laugh at yourself

Looking Confident – Part 1

Faking It Until You Become It!

- Power Positions
- Take Up Space
- Gestures
- S l o w D o w n!



Looking Confident – Part 2

Faking It Until You Become It!

- Be careful of “UPSPEAK”
- Good Eye Contact
- Use of People’ s Names
- BREATHE!



Additional Techniques

MORE TECHNIQUES

- **Prepare – Don't wing challenging situations**
- **Appearance and dress are important**
- **Practice with a friend**
- **Challenge your self-limiting beliefs**
- **Remember that others may cover their insecurity with arrogance and bravado**
- **Understand that you will not be comfortable – but that is okay**

Q & A



**Any questions about portraying
confidence and courage?**

Portraying Confidence and Courage

THANK YOU

SESSION CONCLUSION

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