

Mastering Soft Skills: Overcoming Self-Doubt and Imposter Syndrome

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My Story



AGENDA

- **What is Effective Communication**
- Best Practices for Effective Communication
- **Self-Doubt & Imposter Syndrome in the Workplace**
- Best Practices to Overcoming Self-Doubt
- **Soft-Skills in the Workplace & Career Advice**
- Best Practices for Developing Soft-Skills

WHAT IS EFFECTIVE COMMUNICATION

Effective communication is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose.



What communication challenges have you experienced?

WHAT IS EFFECTIVE COMMUNICATION



What communication channels do you use in your workplace?

BEST PRACTICES FOR EFFECTIVE COMMUNICATION

EMPATHY - Pay attention to **circumstances, feelings, and timing**. Put yourself in their shoes - how would you feel in their circumstances?

PREPARATION - know your audience and the objectives. Ask how they like to receive communication. **Think about how can you help and contribute.**

ANTICIPATION - **Anticipate questions** from your team or direct report. What **context** do they need in addition to your communication? What do they always want to know when you communicate with them?

CLARITY - **Ask for more information** if you are not sure. Clarity is kindness.

ACCOUNTABILITY - Be **open to constructive feedback**. Own your mistakes with a learning, solution-oriented mindset.

QUICK REFERENCE FOR ALL-HANDS CALLS

- Expanding on [x's] point, I think...
- Adding to that, I was speaking to [x] and they said they appreciated the...
- I saw we sent [x] to [clients], do we have a directive on how we handle...
- Regarding what has been discussed, have we given any thought to...
- In case you missed it, that article/report/project was...

SELF-DOUBT & IMPOSTER SYNDROME

Self-doubt is the tendency to doubt your own competence, worth, and personal value.

Imposter syndrome is a sense of self-doubt related to work accomplishments.



What has self-doubt and imposter syndrome made you feel?

OVERCOME SELF-DOUBT IN THE WORKPLACE

OVERCOME SELF-DOUBT WITH A GROWTH MINDSET



Adam Grant ✓
@AdamMGrant

Impostor syndrome: "I don't know what I'm doing. It's only a matter of time until everyone finds out."

Growth mindset: "I don't know what I'm doing yet. It's only a matter of time until I figure it out."

The highest form of self-confidence is believing in your ability to learn.

OVERCOME SELF-DOUBT IN THE WORKPLACE

- Reframe mistakes as learning opportunities
- Recognize that social media encourages unrealistic expectations and comparison. No one is posting their failures
- Reframe negative self-talk
- Take action - do the work. It's easier to act your way into a new way of thinking, than to think your way into acting

 <p>Focusing on facts</p>	 <p>Learning from team members</p>	 <p>Fighting feelings with evidence</p>
 <p>Acknowledging and releasing feelings</p>	 <p>Reframing negative thoughts</p>	 <p>Anticipating the feelings</p>
 <p>Sharing it with someone</p>	 <p>Finding a mentor</p>	 <p>Celebrating a win (toot your horn!)</p>

SOFT SKILLS IN THE WORKPLACE

Soft skills are character traits and interpersonal skills that characterize a person's ability to interact effectively with others.

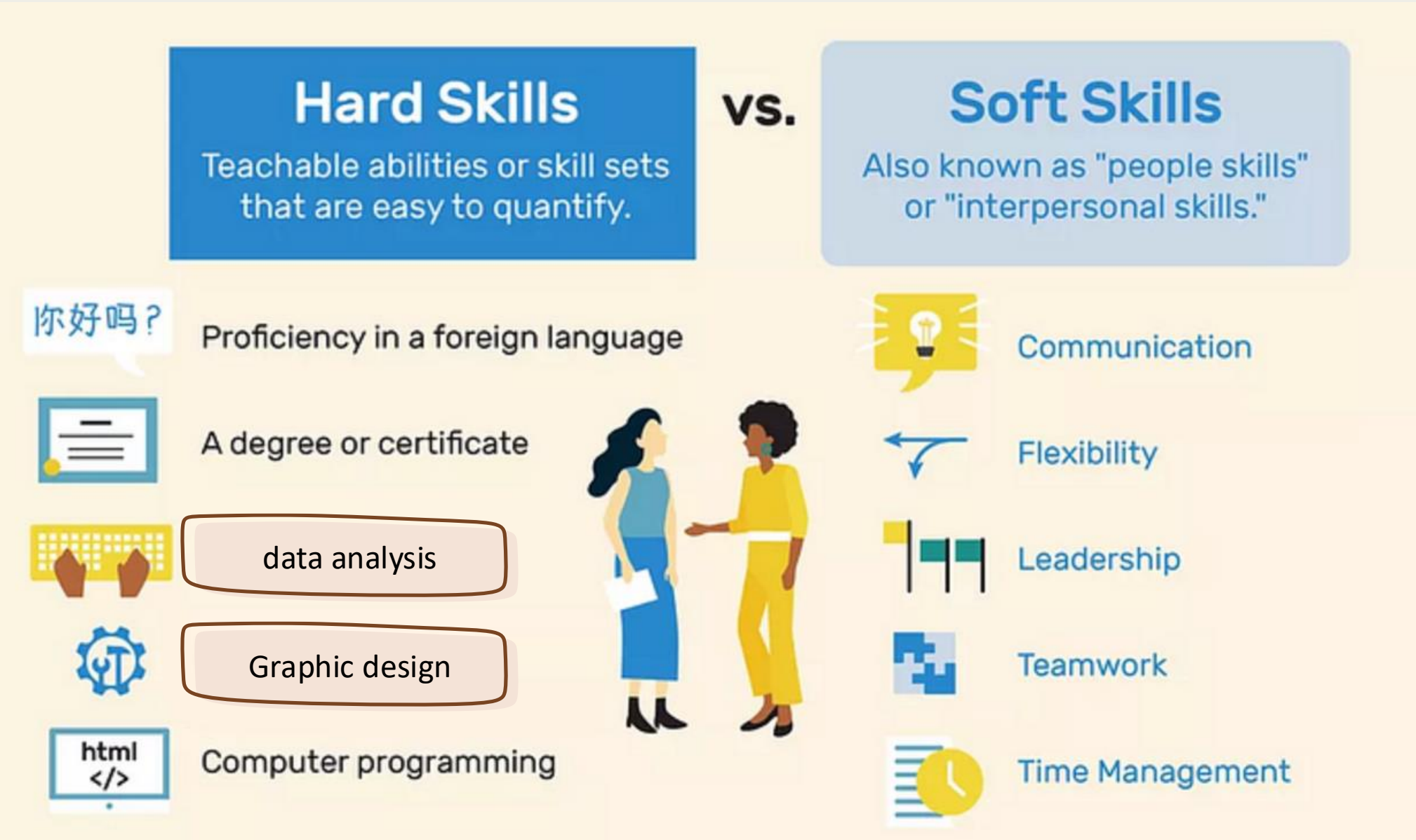


why do soft skills matter in a digital health workplace?

WATCH: Video: [Just Learn How to Get Stuff Done](#)

SOFT SKILLS FOR CAREER PROGRESSION

SOFT SKILLS ARE THE FOUNDATION FOR PERSONAL AND PROFESSIONAL GROWTH



SOFT SKILLS FOR CAREER PROGRESSION

DEVELOP SOFT SKILLS BY REFLECTING ON YOUR STRENGTHS AND WEAKNESSES

- Prioritize which skills to develop
- Ask for feedback
- Step outside comfort zone
- Self-reflect
- Continuing education
- Taking on new roles

SOFT SKILLS FOR CAREER PROGRESSION

The 2024
Most
In-Demand
Skills

1. Communication
2. Customer service
3. Leadership
4. Project management
5. Management
6. Analytics
7. Teamwork
8. Sales
9. Problem-solving
10. Research

Top skill of the moment: Adaptability

“Adaptability is the best way to have agency right now,” says the Chief Economic Opportunity Officer at LinkedIn. “At the core of managing change is building that muscle of adaptability.”

Adaptability is a person’s ability to adjust to changes in their environment.

"I've learned that people will forget what you said,
people will forget what you did, but people will
never forget how you made them feel." - Maya
Angelou

Thank you!



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