



MODULE 4

Self-confidence

&

**Communication
Skills**

INTRODUCTION

In today's rapidly evolving workplaces, professionals are expected to navigate constant change, increasing complexity, and a growing reliance on digital tools. These shifts highlight the importance of three interconnected competencies:

- Self-confidence.
- Communication skills.
- Ability to maintain both within digital environments.

Self-confidence enables individuals to recognise their strengths, trust their abilities, and remain resilient when facing new challenges or learning new technologies.

This is especially relevant for employees with long professional experience, who may encounter shifting expectations, new tools, and stereotypes related to adaptability. Strengthened self-confidence helps individuals remain open to learning, embrace change, and participate fully in both traditional and digital work settings.

Communication skills are equally relevant. Clear, respectful, and empathetic communication supports cooperation, reduces conflict, and allows colleagues to understand one another's needs and intentions.

Established communication frameworks such as those that encourage active listening, clarity of expression, and constructive conflict resolution help individuals engage more confidently and effectively in everyday interactions.

As work becomes increasingly digital, maintaining self-confidence and communication effectiveness requires additional awareness and adaptation. Digital environments reduce nonverbal cues, speed up information exchange, and introduce new forms of communication such as video calls, messaging platforms, and hybrid collaboration. This can create uncertainty even for experienced professionals.

Developing digital communication habits, understanding online etiquette, and preparing technically and emotionally for digital interactions contribute to sustaining clarity, professionalism, and confidence.

Together, these three dimensions form the foundation for successful participation in modern working life.

This module brings them together to support personal growth, smoother collaboration, and greater comfort in both offline and online settings.

5 KEY WORDS

1. **Self-confidence** refers to a person's belief in their own abilities, strengths, and capacity to successfully handle challenges.
2. **Communication skills** encompass the ability to express ideas clearly, listen actively, and interact with others in a respectful and effective way.
3. **Digital self-confidence** means feeling capable, secure, and willing to engage with digital tools, platforms, and online communication.
4. **Growth mindset** is the belief that abilities and skills can be developed through effort, learning, and persistence.
5. **Digital communication** refers to any form of interaction carried out through digital tools, such as email, messaging, or video calls requiring clarity, tone awareness, and adaptability.

5 MAIN GOALS

1. **Strengthen self-confidence** through awareness of personal strengths, achievements, and growth potential.
2. **Develop communication skills** for clear, confident, and empathetic interactions.
3. **Increase adaptability and resilience** by encouraging reflective learning and a growth mindset.
4. **Maintain effective communication** in digital work environments using appropriate strategies and behaviours.
5. **Build digital self-confidence** through structured practice and familiarity with digital tools.

1. SELF-CONFIDENCE

Self-confidence plays a crucial role in how individuals navigate modern, technology-driven workplaces. As workplaces become more connected and digital, many professionals aged 55+ face new challenges in maintaining confidence and balance.

Self-confidence grows through developing self-awareness, recognizing personal strengths, adopting a growth mindset, and reflecting on achievements and failures. Practical strategies such as keeping a success journal, identifying character strengths, setting realistic goals, and engaging in mentoring relationships further reinforce it.

Confidence is not fixed, it develops through continuous learning, adapting to new situations, and overcoming challenges such as digital transformation or age-related stereotypes. Through this part of the module, participants explore practical ways to enhance self-belief, adaptability, and resilience, which are key ingredients for thriving in today's evolving work environment.

2. COMMUNICATION SKILLS

Communication skills are essential for expressing ideas clearly, listening with empathy, and managing interpersonal situations with confidence.

The Gordon Model provides a structured way to understand communication situations by identifying who owns the problem. When the other person is struggling, empathic listening helps them clarify their thoughts; when the problem affects you, using I-messages enables you to express needs without blame; and when both sides are affected, cooperative problem-solving leads to balanced solutions.

Nonviolent Communication (NVC), developed by Marshall Rosenberg, further strengthens respectful dialogue by encouraging people to describe observations objectively, identify feelings, recognise needs, and make clear requests, fostering clarity and empathy.

The Thomas-Kilmann conflict model (T-K) explains different conflict-handling approachescompeting, avoiding, accommodating, compromising, and collaborating and helps individuals understand their own tendencies and adapt to situations more effectively.

Understanding everyday communication styles assertive, passive, aggressive, and passive-aggressive adds another layer of awareness. Assertive communication supports both confidence and healthy relationships by combining clarity with respect for others. These principles are especially valuable in digital communication, where limited nonverbal cues and faster communication rhythms increase the risk of misunderstandings. Structured, empathetic, and assertive communication becomes essential in such settings.

3. MAINTAINING THESE SKILLS IN THE DIGITAL WORLD

The shift to digital and hybrid work environments changes how people communicate, collaborate, and present themselves. Digital settings reduce nonverbal cues, accelerate the pace of communication, and introduce different expectations regarding visibility, responsiveness, and technical competence.

Because of this, maintaining self-confidence and effective communication online is not only a technical skill but also an emotional and behavioural adaptation. It involves understanding how digital tools influence interactions and learning how to stay clear, confident, and connected even when communication happens through screens.

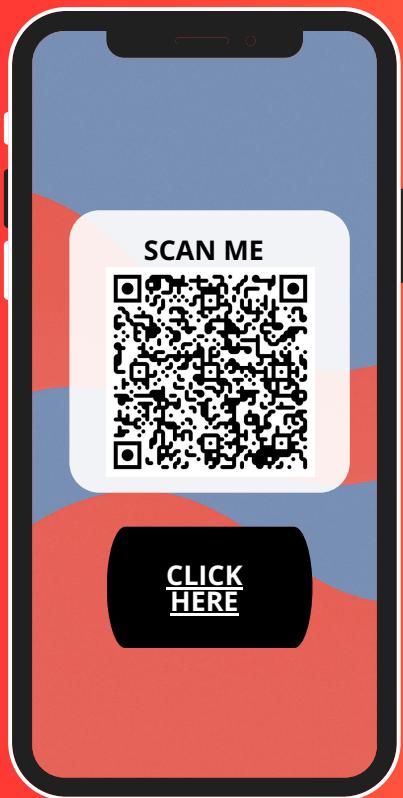
Maintaining both confidence and clarity online requires strengthening digital self-confidence through microlearning, repeated practice, supportive environments, and peer or intergenerational learning. At the same time, applying digital communication etiquette such as writing clear and concise messages, being aware of tone, and choosing appropriate channels (chat, email, or video) helps prevent misunderstandings.

Strong video-call presence also plays an important role and includes technical preparation, appropriate camera placement, stable internet, calm and open facial expressions, and active participation.

Finally, preventing misunderstandings online relies on reflective habits such as taking a pause before sending, asking clarifying questions, and using neutral, empathetic phrasing. These strategies help individuals maintain professionalism, emotional balance, and confidence in digital environments.

E-LEARNING

ACCESS THE GENIALLY LEARNING UNIT



DESCRIPTION

This Genially-based e-learning provides a concise introduction to self-confidence, communication skills, and digital self-confidence. Participants explore key models such as the Gordon Model, Nonviolent Communication, and the Thomas-Kilmann Conflict Model, while also learning practical strategies for staying confident and communicating clearly in both face-to-face and digital environments.

KEY TOPICS

- Building self-confidence and strong interpersonal communication skills.
- Developing digital self-confidence and effective online communication strategies

“ *When people feel accepted for who they are and what they are, they are freed to be what they can be.* **”**

- Thomas Gordon

USER GUIDE

Navigate through the e-learning module at your own pace. Each section includes short explanations, interactive activities, and practical examples. Click on icons and buttons to explore additional content, videos, or quizzes.

Use the module step by step - start with short introductions, then continue to tasks and self-check questions. You can repeat any section as many times as you like.

Take notes, reflect on your own experience, and apply what you learn to your daily life or work situation.

WORKSHOP CONCEPT

PART 1: Self-Confidence



DURATION

1 hour and 30 minutes

MATERIALS

Genially presentation
Thomas-Kilmann test
Printed assertive rights

OBJECTIVE

Strengthen participants' self-confidence by raising awareness of personal strengths, using reflection and growth-mindset strategies, and building digital confidence (working with new tools, reducing fear, understanding digital challenges).

Introduce practical techniques for sustaining confidence in digital settings.

AGENDA

15 min - Warm-up: "Strengths Circle"

Circular sharing method: each participant names one personal strength or achievement.

10 min - Genially Presentation

What self-confidence is, how it is built through self-awareness, growth mindset and reflection, what digital self-confidence is and why it matters

20 min - Exercise: "Success Journal + Digital Wins"

Participants write down 3 situations in which they were successful and 3 small digital successes.

20 min - Group Task: "Challenges & Reframing"

Working in pairs

15 min - Digital Self-Confidence Micro-Practice

Preparation for digital interactions.

DEBRIEFING

15 min - Guided questions:

Which personal strengths did you identify today?

What helps you maintain confidence in digital situations?

What is one small digital step you can practice this week?

WORKSHOP CONCEPT

PART 2: Communication Skills



DURATION

1 hour and 30 minutes

MATERIALS

Genially presentation, Thomas-Kilmann test, set of “I-messages” examples, list of communication styles

OBJECTIVE

Build awareness and practice of key communication skills (active listening, clear expression, nonviolent communication, conflict management).

Connect them with challenges of digital channels (lack of non-verbal cues, faster pace, need for clarity and tone).

AGENDA

10 min – Warm-up: “Who Owns the Problem?”

Participants work in pairs.

20 min - Genially Presentation

Gordon Model, NVC (Rosenberg), Thomas-Kilmann, conflict management strategies

15 min – Exercise: Active Listening & I-Messages

Three mini-scenarios exercise.

15 min – Digital Communication Lab

Task: correct tone, improve clarity, reduce risk of misunderstanding.

15 min – Video-call Presence Micro-Skills

Mini-exercise: preparing a short simulated meeting in pairs.

DEBRIEFING

15 min - Reflection questions:

Which communication technique was most useful?

What is the biggest challenge in digital communication?

How can you immediately apply clearer, more structured communication in daily work?

EVALUATION

1. What is one effective method for strengthening self-confidence?

- a) Avoid reflecting on past experiences
- b) Keep a success journal ✓
- c) Focus only on future goals

2. Which statement reflects assertive communication?

- a) "It doesn't matter, I'll do whatever you want."
- b) "I understand your view, and I'd also like to share mine." ✓
- c) "You're wrong and that's final."

3. What helps maintain confidence during digital communication?

- a) Turning off the camera
- b) Preparing the technical setup ✓
- c) Speaking as quickly as possible

4. How can misunderstandings in digital communication be reduced?

- a) Using a "pause before sending" ✓
- b) Avoiding clarification
- c) Relying only on text messages

5. Which mindset supports adaptability and continuous learning?

- a) Fixed mindset
- b) Growth mindset ✓
- c) Competitive mindset

6. Which communication style emphasises clarity and respect?

- a) Passive
- b) Assertive ✓
- c) Aggressive

EVALUATION

7. What helps older employees overcome stereotypes about digital adaptability?

- a) Avoiding new tools
- b) Volunteering for digital tasks and practising consistently ✓
- c) Delegating all digital work

8. Which behaviour improves communication in video calls?

- a) Avoiding eye contact
- b) Using proper lighting and camera placement ✓
- c) Turning off camera and microphone for the entire meeting

9. What is a key element for maintaining professionalism in digital communication?

- a) Using as many emojis as possible
- b) Writing clear and concise messages ✓
- c) Sending messages without reviewing the content

10. What is one of the main goals of the Gordon Model of communication?

- a) Making communication more formal
- b) Identifying who “owns the problem” in order to apply the appropriate strategy ✓
- c) Avoiding the expression of feelings during conversations



“In the digital world,
your voice and
presence are your
handshake.”