# THE CONFIDENT COMMUNICATOR

**Think Clearly.**
**Articulate your Thoughts.**
**Speak with Confidence.**



Fluent with Scharntel
By Tilly R

*Improving your communication skills can help you perform better in interviews, meetings, presentations, and everyday conversations.*

*You already have ideas worth sharing. This course will help you express them with greater clarity and confidence.*



The Confident Communicator

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The Confident Communicator: Think Clearly. Articulate your Thoughts. Speak with Confidence.

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## Who This Course Is For

- **Professionals**
- **Job seekers**
- **Students**
- **Business owners**
- **Teachers**
- **ESL learners**
- **Native English speakers**

**Anyone who wants to communicate with confidence**

## Course Structure

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- How to use this course

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- Speaking prompts
- Reflection
- Progress tracker

**The Fluent with Scharntel Transformation**

***In Practice: Real-Life Conversations***

The following examples show what these skills you have learned, look like in everyday situations.

# Welcome

**Learning Objective**
Welcome to The Confident Communicator. By the end of this introduction, you'll understand what this course is about and how to get the best results from it.

**The Lesson**
I'm so glad you're here.
Whether you're preparing for a job interview, leading a meeting, studying for an exam, teaching a class, running a business, or simply trying to express yourself more clearly in everyday conversations, this course was designed for you.

Many people believe that confident communicators are born with a special talent.
The truth is, they're not.

Confident communication is a skill—and like any skill, it can be learned and improved with practice.
You don't need a bigger vocabulary.
You don't need a perfect accent.
You don't need to sound like someone else.
You simply need the ability to organise your thoughts, express your ideas clearly, and speak with confidence.

That's exactly what you'll learn throughout this course. Each lesson is short, practical, and designed for busy people. In just five to ten minutes a day, you'll develop habits that make speaking feel more natural and less stressful.

*Small improvements, practised consistently, lead to remarkable results.*

## Practical Example

Imagine your manager asks:
"What do you think we should do?"

Many people panic.
They know what they think—but the words don't come.

By the end of this course, you'll have simple techniques that help you organise your thoughts quickly and answer with confidence instead of freezing.

**Today's Practice**
Take one minute to answer this question aloud:
"Why did I decide to take this course?"

Don't worry about sounding perfect.
Simply speak naturally and notice how you organise your thoughts.

This will become your starting point, and you'll be surprised how much easier speaking feels by the end of the course.

**Key Takeaway**

Confident communication isn't about being perfect. It's about expressing your thoughts clearly, calmly, and with purpose—and that's a skill anyone can develop.

# Why Communication Matters

**Learning Objective**
Understand why communication is one of the most valuable skills you can develop, regardless of your career, education, or background.

**The Lesson**
Every day, we communicate.
We answer questions.
We explain ideas.
We ask for help.
We solve problems.
We build relationships.

The way we communicate influences how others understand us and how they respond to us.

Strong communication can help you:

- Build confidence.
- Perform better in interviews.
- Succeed at work.
- Strengthen relationships.
- Become a better leader.
- Reduce misunderstandings.
- Feel more comfortable speaking in any situation.

Poor communication doesn't always mean you don't know enough.

Sometimes, you simply haven't learned how to express what you already know.

This course focuses on bridging that gap.

## Practical Example

Two people have the same idea.
One explains it clearly.
The other struggles to organise their thoughts.

Most people assume the first person is more knowledgeable—even though both know exactly the same thing.

*Clear communication* helps others recognise your abilities.

**Today's Practice**
Think about a recent conversation where you wished you had expressed yourself better.

***Ask yourself:***

- What happened?
- What would I say differently now?

**Key Takeaway**
Your ideas have value. Learning to communicate them clearly helps other people recognise that value.

## What You'll Learn

**Learning Objective**
Understand the skills you'll build throughout this course.

**The Lesson**
Over the next ten modules, you'll learn how to:

- Think clearly before you speak.
- Organise your ideas quickly.
- Speak with confidence.
- Reduce filler words like "um" and "you know."
- Answer unexpected questions calmly.
- Tell engaging stories.
- Handle difficult conversations.
- Make stronger first impressions.
- Develop presence when speaking.
- Build lasting communication confidence.

Each lesson includes practical exercises you can start using immediately.

## Practical Example

Instead of wondering,
"What should I say?"

You'll begin asking,
"How can I say this clearly?"

That *small shift* changes everything.

**Today's Practice**
Read through the module titles.
Choose the one you're most excited about.
Write down why it stands out to you.

**Key Takeaway**
Confidence grows through practice—not perfection.

## How to Use This Course

**Learning Objective**
Learn how to get the best results from this course.

**The Lesson**
This course is designed to fit into your busy schedule.
Aim to complete one lesson each day.
Read the lesson carefully.
Complete the practice exercise.
Then, most importantly, apply what you've learned in a real conversation that day.

*Don't rush*.
Communication is a lifelong skill, and lasting improvement comes from consistent practice.

If possible, record yourself speaking once a week. Listening to yourself may feel uncomfortable at first, but it's one of the fastest ways to notice your progress.

***Remember***:
Progress is more important than perfection.

## Practical Example

If today's lesson is about asking better questions, make a conscious effort to use that skill during your next conversation instead of waiting until tomorrow.

*Small actions create lasting habits.*

**Today's Practice**
***Make a simple commitment:***
"For the next 30 days, I will spend just 5–10 minutes each day improving my communication skills."

Say it aloud.
Then begin Lesson One.

**Key Takeaway**
The more you practise in real conversations, the more naturally confident communication becomes.

## Module 1: Why We Freeze When We Speak

"Understand what's happening in your mind so you can start speaking with greater confidence."

**Lesson 1: Fear of Judgment**

***Learning Objective***

Understand how fear of being judged affects the way we communicate.

**The Lesson**

Have you ever known exactly what you wanted to say, but stayed silent? Maybe you were afraid of saying the wrong thing. Maybe you worried people would think you sounded unintelligent. Or perhaps you were concerned about making a mistake.
You're not alone.

Many people don't struggle because they lack knowledge—they struggle because they fear judgment.
This fear can make you:

- Speak too quietly.
- Rush your words.
- Forget what you wanted to say.
- Stay silent even when you have something valuable to contribute.

Here's the good news:
Most people are focused on themselves, not on criticizing every word you say.

The more you practise speaking, the less *power* fear has over you.

## Practical Example

During a meeting, your manager asks if anyone has an idea.
You have a suggestion but stay silent because you think:
"What if it's a bad idea?"

A colleague shares a similar idea instead, and everyone likes it.

Your idea wasn't the problem—*fear* stopped you from sharing it.

**Today's Practice**
Complete this sentence aloud:
"Today, I will speak up at least once, even if I'm not completely confident."

**Key Takeaway**
Confidence grows every time you speak despite feeling nervous.

### 📚 From My Classroom #1

One thing I've learned from teaching is that some of my quietest students have become my most confident speakers. They didn't improve because they were fearless—they improved because they kept speaking, even when they felt nervous.
Confidence isn't the absence of fear. It's choosing to speak anyway.

## Lesson 2: Overthinking

**Learning Objective**
Learn why overthinking makes speaking more difficult.

**The Lesson**
Overthinking happens when your brain tries to create the "perfect" sentence before you speak.
While you're busy planning every word, the conversation continues without you.
Confident communicators don't always have perfect answers. They simply trust themselves to think while they speak.

*Instead of asking yourself:*
"What's the perfect thing to say?"
*Ask yourself:*
"What's the clearest way to say this?"
***Simple is powerful.***

**Practical Example**
Someone asks:
"What did you do this weekend?"

Instead of worrying about grammar or finding interesting words, simply answer naturally.
The conversation matters more than perfection.

**Today's Practice**
Answer these questions aloud within five seconds:
What's your favourite meal?
What's one goal you have this year?
What's something that made you smile recently?
Don't overthink. Just answer.

**Key Takeaway**
Clear communication is usually better than perfect communication.

## Lesson 3: Perfectionism

**Learning Objective**
Recognise how perfectionism prevents effective communication.

**The Lesson**
Perfectionism often sounds like this:
"I'll speak when I'm completely ready."

The problem is that "completely ready" rarely arrives. Everyone makes mistakes. Even experienced speakers occasionally lose their train of thought, mispronounce words, or need to correct themselves.

What makes them confident isn't perfection.
It's their willingness to continue speaking anyway.
*Progress always beats perfection*.

**Practical Example**
Imagine giving a presentation.
You accidentally pronounce one word incorrectly.
Instead of apologising repeatedly, you correct yourself and continue.
Most people won't even remember the mistake.

**Today's Practice**
Tell a one-minute story without stopping to correct yourself.
Focus on finishing your message, not making it perfect.

**Key Takeaway**
People remember your message far more than your mistakes.

## Lesson 4: Confidence vs Competence

**Learning Objective**
Understand the difference between being confident and being competent.

**The Lesson**
Many people believe they need confidence before they can speak well.
In reality, confidence usually comes after practice.
Competence means having the ability or knowledge to do something.
Confidence is trusting yourself to use that ability.
The more you practise speaking, the more competent you become.
As your competence grows, your confidence naturally follows.
Don't wait to feel confident before you start speaking.
Start speaking, and confidence will grow with experience.

**Practical Example**
Think about learning to drive a car.
At first, every action feels difficult.
After enough practice, driving becomes natural.
Speaking confidently works the same way.

**Today's Practice**
Write down one communication skill you'd like to improve this month.
Then commit to practising it for just five to ten minutes each day.

**Key Takeaway**
Confidence isn't the starting point—it's the result of consistent practice.

## Module 1 Summary

Congratulations! You've completed your first module.

You now understand four common reasons people freeze when speaking:

- Fear of judgment.
- Overthinking.
- Perfectionism.
- Confusing confidence with competence.

*Remember*, becoming a confident communicator isn't about *never feeling nervous*. It's about learning to speak clearly even when you are.

*Coming Up Next:* **Module 2 – Think Before You Speak,** where you'll learn practical techniques to organise your thoughts in seconds so you can respond with clarity and confidence.

## Module 2: Think Before You Speak

"Great communicators don't always think faster—they think more clearly."

**Lesson 5: The 3-Second Pause**
**Learning Objective**
Learn how a brief pause can help you sound calmer, more confident, and more thoughtful.

**The Lesson**
Many people feel pressured to answer immediately. As a result, they begin speaking before they've organised their thoughts.
This often leads to:

- Rambling.
- Filler words like "um" and "uh."
- Losing your train of thought.
- Saying something you didn't mean.

Confident communicators know that it's perfectly acceptable to pause.

A three-second pause gives your brain enough time to organise your response.
It also shows that you're thinking carefully about what you want to say.

Don't be afraid of silence.
A short pause feels much longer to you than it does to the person listening.

## Practical Example

Someone asks,
"What are your strengths?"

Instead of answering immediately, pause for a moment, smile, and then begin.
Your response will sound more organised and confident.

**Today's Practice**
Ask a friend or family member to ask you three random questions.

Before answering each one, count silently:
One... Two... Three...
Then respond.
Notice how much calmer you feel.

**Key Takeaway**
A short pause isn't a weakness—it's a sign of confidence.

## Lesson 6: Organising Your Thoughts

**Learning Objective**
Learn a simple structure for answering almost any question clearly.

**The Lesson**
One reason people freeze is because they try to say everything at once.

Instead, organise your thoughts into three simple steps.

**Point → Explain → Example**

***First***, make your main point.

***Next***, explain it briefly.

***Finally***, give an example.

This structure keeps your message focused and easy to follow.

It works in conversations, interviews, meetings, presentations, and everyday life.

## Practical Example

**Question**: "Why do you enjoy teaching?"
**Point**: I enjoy helping people learn.
**Explain**: Watching someone become more confident is very rewarding.

*Example*: Seeing a student speak English confidently for the first time makes me proud.
Simple.
Clear.
Memorable.

**Today's Practice**
Answer this question using the:
Point → Explain → *Example method:*

"What is one goal you want to achieve this year?"
Keep your answer under one minute.

**Key Takeaway**
People understand you better when your ideas have a clear structure.

## Lesson 7: Keeping Your Message Simple

**Learning Objective**
Learn why simple communication is often the most effective communication.

**The Lesson**
Many people think sounding intelligent means using long words or complicated sentences.
In reality, the best communicators make complex ideas easy to understand.

Simple doesn't mean boring.
Simple means clear.
If your audience has to work hard to understand your message, they may lose interest.

Instead of trying to impress people, focus on helping them understand you.

Ask yourself:
"Can I explain this more simply?"
If the answer is yes, do it.

*Clear communication is memorable communication*.

## Practical Example

Instead of saying:
"I would like to facilitate a discussion regarding potential improvements to our operational procedures."

You could simply say:
"I'd like us to discuss ways to improve how we work."

Both mean the same thing.
One is simply easier to understand.

**Today's Practice**

- Choose something you know well.
- Explain it aloud as if you were talking to a 12-year-old.
- Avoid technical terms.
- Focus on being clear, not impressive.

**Key Takeaway**
The goal isn't to sound smarter.
The goal is to make your message easy to understand.

## Module 2 Summary

*Excellent work!*

You've learned three powerful habits that confident communicators use every day:

- Pause before you respond.
- Organise your thoughts before you speak.
- Keep your message simple and clear.
- These skills will help you think more clearly, reduce nervousness, and express yourself with greater confidence.

*Coming Up Next*: **Module 3 – Say More With Fewer Words,** where you'll learn how to avoid rambling, get to the point, and communicate with impact.

## Module 3: Say More With Fewer Words

"The most powerful communicators don't always say more—they say what matters."

**Lesson 8: Avoid Rambling**
**Learning Objective**
Learn how to recognise rambling and keep your conversations focused.

**The Lesson**
Have you ever started explaining something and forgotten your original point?
It happens to everyone.

Rambling occurs when we keep talking without a clear direction. We add unnecessary details, repeat ourselves, or go off on unrelated topics.

Why do we ramble?

- Sometimes we're nervous.
- Sometimes we're trying to fill silence.
- Sometimes we're thinking while we're speaking.

The problem is that the longer you ramble, the easier it is for your listener to lose focus.

Before you speak, ask yourself:
"What's the main point I want this person to remember?"

Keep returning to that point as you speak.

## Practical Example

Instead of saying:
"Well... yesterday I was driving to the shops because I needed milk, and then I remembered I also had to buy bread, and I saw my neighbour..."

Simply say:
"I went to the shops yesterday to buy a few groceries."
Only add more details if they're relevant to the conversation.

**Today's Practice**
Choose a recent event and explain what happened in 30 seconds or less.

Afterwards, ask yourself:
"Did every sentence support my main point?"

**Key Takeaway**
If a detail doesn't help your message, leave it out.

## Lesson 9: Get to the Point

**Learning Objective**
Learn how to communicate your ideas clearly and without unnecessary delays.

**The Lesson**
People appreciate clear communication.
Whether you're speaking in a meeting, answering an interview question, or telling a story, your listener wants to understand your main idea quickly.
That doesn't mean being rude or abrupt.
It means respecting your listener's time.
***A simple way to do this is:***
*Main idea* first. *Details* second.
When people know your main point, the rest of your explanation becomes much easier to follow.

**Practical Example**
Instead of saying:
"I've been thinking about a few different options, and there are quite a few things we could consider..."
Try:
"I recommend Option B because it's faster and more cost-effective."
Then explain why.
Your audience immediately knows your position.

**Today's Practice**
Answer this question in one or two sentences:
"Why do you enjoy your favourite hobby?"
Challenge yourself to state your main point in the very first sentence.

**Key Takeaway**
Don't make people search for your message.
Lead with it.

# Lesson 10: Clear Communication

**Learning Objective**
Learn simple habits that make your communication easier to understand.

**The Lesson**
Clear communication isn't about using impressive words.
It's about making sure your listener understands exactly what you mean.

To communicate clearly:

- Use simple language.
- Speak at a comfortable pace.
- Finish one idea before starting another.
- Avoid unnecessary jargon.
- Check that your message makes sense.

If someone asks you to explain something again, don't feel discouraged.
It doesn't mean you've failed.
It simply means you have another opportunity to explain it more clearly.

The best communicators adjust their message to suit their audience.

## Practical Example

Imagine you're explaining how to use a new app.
Instead of giving every instruction at once, guide the person one step at a time.
Small, clear instructions are easier to follow than one long explanation.

**Today's Practice**
Explain how to make a cup of tea, coffee, or another simple drink.
Pretend you're speaking to someone who's never made it before.
Keep your explanation clear and easy to follow.

**Key Takeaway**
If people understand your message the first time, you've communicated clearly.

## Module 3 Summary

Well done!

You've learned how to:

- Recognise and avoid rambling.
- Get to the point with confidence.
- Communicate clearly using simple, organised language.

*Remember*, effective communication isn't measured by how much you say—it's measured by how well your message is understood.

***Coming Up Next:*** **Module 4 – Stop Using Filler Words**, where you'll learn practical techniques to reduce words like "um," "uh," "like," "you know," and "actually," so you sound more polished and confident.

## Module 4: Stop Using Filler Words

"Confident speakers don't fill every silence—they choose their words carefully."

**Lesson 11: What Are Filler Words?**
**Learning Objective**
Understand what filler words are, why we use them, and how they affect the way others hear us.

**The Lesson**
Have you ever listened to someone speak and noticed they kept saying:

- "Um..."
- "Uh..."
- "Like..."
- "You know..."
- "Basically..."
- "Actually..."

These are called filler words. They're words or sounds we use when we're thinking about what to say next.

Everyone uses filler words occasionally. The problem is when they become a habit.

Too many filler words can make you sound:

- Uncertain
- Nervous
- Unprepared
- Less confident than you really are

Imagine you're giving a presentation.
Instead of saying:
"Um... I, uh... basically think we should, like... start next week."

You could simply say:
"I think we should start next week."
The second sentence sounds calmer, clearer, and more confident.

*Remember*, filler words aren't "bad." They're simply a sign that your brain is still organising your thoughts. The goal isn't to eliminate them completely—it's to use them less often.

**Why Pauses Are Better**
Many people are uncomfortable with silence, so they fill every pause with words.

But confident communicators know that silence isn't awkward—it's useful.
A short pause gives you time to think.
It also gives your listener time to process what you've said.

Most importantly, a pause sounds much more confident than saying "um" or "uh."

## Practical Examples

Instead of:
"Um... what's your name?"
Try:
(Pause)
"What's your name?"

Instead of:
"I was, like, really excited."
Say:
"I was really excited."

Instead of:
"Basically, we need to finish today."
Say:
"We need to finish today."

Instead of:
"Actually, I think that's a good idea."
Often you can simply say:
"I think that's a good idea."

**Today's Practice**
Read the following sentences aloud without using any filler words.

- "My favourite hobby is..."
- "This weekend I'm planning to..."
- "One goal I have this year is..."

If you need time to think, pause instead of saying "um."

**Key Takeaway**
A thoughtful pause always sounds stronger than an unnecessary filler word.

# Lesson 12: How to Reduce Filler Words

**Learning Objective**

Learn practical techniques to reduce filler words and speak more confidently.

**The Lesson**

Breaking the filler-word habit doesn't happen overnight.
It starts with awareness.
Here are five simple techniques you can use every day.

**1. Slow Down**

When you rush, your brain struggles to keep up.
Speaking slightly slower gives you more time to think.

*Example*

Instead of rushing through your answer, take your time.
People would rather hear a slower, clearer answer than a fast, confusing one.

**2. Use the 3-Second Pause**
Before answering a question, silently count:
One... Two... Three...
Those few seconds help you organise your thoughts before you begin speaking.

**3. Finish One Thought Before Starting Another**
Don't try to explain everything at once.
Complete one idea.
Then move to the next.
Your message becomes much easier to follow.

**4. Record Yourself**
One of the fastest ways to improve is to listen to yourself.
Record yourself speaking for one minute about any topic.

When you listen back, count how many times you say:
Um
Uh
Like
You know
Basically
Actually

Most people are surprised by how often they use them.

*Awareness is the first step toward improvement.*

**5. Replace Fillers with Silence**
Instead of saying:
"Um..."
Simply pause.
The silence might feel long to you, but it usually sounds perfectly natural to your listener.

**Practical Example**
Question:
"What's your biggest strength?"

Instead of:
"Um... I'd say... um... I'm hardworking."
Try:
(Pause)
"I'd say I'm hardworking because I enjoy solving problems."
Notice how much smoother that sounds.

**Today's Practice**
Choose one filler word that you use most often.
For the rest of today, make a conscious effort to replace it with a short pause.

**Key Takeaway**
Small changes, practised consistently, lead to big improvements.

# Lesson 13: Sound More Polished

**Learning Objective**
Learn simple habits that make your speech sound more polished and professional.

**The Lesson**
People often think polished speakers have naturally beautiful voices.
That's rarely the case.
Most polished communicators simply have good speaking habits.

**Choose Your Words Intentionally**
You don't need complicated vocabulary.
Simple, meaningful words are usually the most effective.

Ask yourself:
"Does this word add value?"
If not, leave it out.

**Speak at a Steady Pace**
Speaking too quickly can make people miss your message.
Speaking too slowly may cause them to lose interest.

Aim for a comfortable, natural pace.
Imagine you're having a relaxed conversation with a friend.

**Don't Rush**
You don't need to win a race.
Take your time.
Finish each sentence before beginning the next.
Your confidence will come across naturally.

**Confidence Over Perfection**
Even experienced speakers occasionally forget a word or make a mistake.
They don't panic.
They simply continue.
People remember your message far more than your small mistakes.

**Practical Example**
Imagine you're answering a question in a job interview.
Instead of trying to sound perfect, focus on being clear, calm, and genuine.
Your confidence will leave a stronger impression than using impressive vocabulary.

**Today's Practice**
Speak for one minute about your favourite book, movie, or hobby.
Focus on:
Speaking slowly.
Using simple words.
Avoiding unnecessary filler words.
Pausing when you need time to think.

**Key Takeaway**
Polished communication isn't about sounding perfect—it's about sounding clear, calm, and confident.

## Module 4 Summary

*Excellent work!*

In this module, you've learned:

- What filler words are and why we use them.
- How to replace unnecessary fillers with confident pauses.
- Practical techniques to reduce filler words.
- Simple habits that help you sound more polished and professional.

*Remember*, your goal isn't to remove every filler word. Your goal is to communicate clearly and confidently. A few natural pauses will always sound stronger than filling every silence with unnecessary words.

*Coming Up Next*: **Module 5 – Speak With Confidence**, where you'll discover how your voice, pace, body language, eye contact, and presence can make a powerful first impression before you even say a word.

### 📚 From My Classroom #2

I've noticed students often apologise for pausing before they answer. I always tell them, "Take your time." A thoughtful pause is a sign that you're thinking, not that you're struggling.

Never be afraid to pause before you speak.

## Module 5: Speak With Confidence

"Confidence isn't about having the loudest voice. It's about communicating with calmness, clarity, and purpose."

**Lesson 14: Your Voice**
**Learning Objective**
Learn how your voice influences the way people perceive your confidence.

**The Lesson**
Your voice is one of the first things people notice. You don't need a deep voice or a perfect accent to sound confident.

**Instead, focus on three things:**

- Speak clearly.
- Speak loudly enough to be heard.
- Let your voice sound natural.

Avoid mumbling or rushing through your sentences. If people constantly ask you to repeat yourself, slow down and pronounce your words more clearly.

*Remember*, confidence isn't about speaking louder—it's about speaking with intention.

**Practical Example**
Instead of quietly / shyly saying,
"I think we should try another approach."

Speak clearly and at a comfortable volume:
"I think we should try another approach."

The words haven't changed—only the way you delivered them.

**Today's Practice**
Read a short paragraph aloud.
Focus on speaking clearly rather than quickly.

**Key Takeaway**
A clear voice is more powerful than a loud one.

# Lesson 15: Pace

**Learning Objective**
Learn how speaking at the right pace improves clarity and confidence.

**The Lesson**
Many people speak too quickly when they're nervous. The faster you speak, the harder it becomes for people to follow your message.

A steady pace gives you time to think and gives your listener time to understand.
Don't be afraid to pause between ideas.
A short pause often makes you sound more thoughtful and confident.

**Practical Example**
Imagine you're giving directions.
If you rush through every instruction, people may become confused.
If you slow down slightly, your message becomes much easier to follow.

**Today's Practice**
Tell a one-minute story.
Slow your pace by about 10%.
Notice how much more relaxed you feel.

**Key Takeaway**
Slow is smooth, and smooth is confident.

## Lesson 16: Body Language & Eye Contact

**Learning Objective**
Understand how non-verbal communication supports your spoken message.

**The Lesson**
Communication isn't only about words.
Your posture, facial expressions, and eye contact all influence how others perceive you.

Try to:

- Stand or sit upright.
- Keep your shoulders relaxed.
- Smile naturally when appropriate.
- Use hand gestures to support your message.
- Maintain comfortable eye contact—not staring, but not avoiding it either.

Good body language tells people you're engaged and confident.

**Practical Example**
Imagine two speakers.
One looks at the floor, crosses their arms, and fidgets constantly.

The other stands comfortably, smiles occasionally, and maintains natural eye contact.

Even before they speak, you'll probably assume the second person is more confident.

**Today's Practice**
Have a conversation while paying attention to your posture and eye contact.

Notice how people respond.

**Key Takeaway**
People don't just hear confidence—they see it.

# Lesson 17: Presence

**Learning Objective**

Learn how to develop a calm, confident presence.

**The Lesson**

Presence is the feeling you create when you enter a room or begin speaking.
It's not about being the loudest person.
It's about being fully present.

Confident communicators:

- Listen carefully.
- Don't interrupt.
- Stay calm under pressure.
- Speak with purpose.
- Make others feel heard.

Presence comes from focusing on the conversation, not on yourself.

When you stop worrying about how you sound and start focusing on the person you're speaking to, your confidence naturally grows.

**Practical Example**
The next time someone speaks to you, give them your full attention.
*Listen without planning your reply*.
When it's your turn to speak, pause briefly, then respond thoughtfully.

**Today's Practice**
In your next conversation, focus on listening more than speaking.

*Aim to understand before you respond*.

**Key Takeaway**
True confidence isn't about demanding attention—it's about earning it through calm, genuine communication.

## Module 5 Summary

*Well done!*

In this module, you've learned that confident communication is about much more than the words you choose.

You discovered how to:

- Use your voice effectively.
- Speak at a steady pace.
- Improve your body language and eye contact.
- Develop a calm, confident presence.

*Remember*, confidence isn't something you switch on overnight. It's built through small, consistent habits that become part of the way you communicate every day.

*Coming Up Next*: **Module 6 – How to Answer Any Question**, where you'll learn simple techniques to think on your feet, handle unexpected questions, and respond with clarity instead of panic.

## Module 6: How to Answer Any Question

"You don't need to know every answer. You simply need a way to organise your thoughts."

**Lesson 18: Answering Interview Questions**
**Learning Objective**
Learn a simple structure for answering interview questions with confidence.

**The Lesson**
Interviews make many people nervous because they think they need the "perfect" answer. You don't.

Interviewers are usually looking for three things:

- Can you answer the question?
- Can you explain your thinking?
- Can you communicate clearly?

A simple structure to remember is:
Answer → Explain → Example

**Answer**: Give your response immediately.

**Explain**: Tell them why.

**Example**: Support your answer with a real experience.

This structure works for almost every interview question.

**Practical Example**
Question: "What is one of your strengths?"
Instead of saying:
"Um... I think I'm hardworking."

Try this:
***Answer***: "One of my greatest strengths is staying organised."
***Explain***: "I like planning my work and making sure tasks are completed on time."
***Example***: "In my previous role, I managed several responsibilities while consistently meeting deadlines."
Notice how clear and confident the answer sounds.

**Today's Practice**
Answer these questions using the Answer → Explain → Example method.

- Tell me about yourself.
- Why should we hire you?
- What is one of your strengths?
- Don't memorise your answers.
- Practise the structure.

**Key Takeaway**
Interviewers aren't looking for perfection. They're looking for clear, confident communication.

## Lesson 19: Speaking Up in Meetings and Conversations

**Learning Objective**
Learn how to contribute confidently without overthinking.

**The Lesson**
Many people have great ideas but never share them.
Why?
They're waiting for the perfect moment.
The perfect sentence.
The perfect wording.

**Instead, remember this:**
Your first sentence doesn't need to be brilliant. It just needs to start the conversation.
Simple phrases can help you begin confidently.

**For example**:

- "I'd like to add something."
- "Here's another idea."
- "I agree, and I'd like to build on that."
- "From my experience..."
- "May I offer a different perspective?"

Once you've started speaking, the rest usually becomes much easier.

**Practical Example**
During a meeting, someone asks:
"Does anyone have any suggestions?"

Instead of staying silent, try:
"I have one suggestion that might help."

Then *explain* your idea.
You don't need to have the longest answer.
You simply need to contribute.

**Today's Practice**
Practise saying these phrases aloud until they feel natural.
Then use one of them in your next conversation or meeting.

**Key Takeaway**
Confidence often begins with a single sentence.

# Lesson 20: Thinking Under Pressure

**Learning Objective**
Learn how to stay calm when you're asked an unexpected question.

**The Lesson**
Unexpected questions can make anyone freeze.
Not because they don't know the answer...
But because they feel pressured to answer immediately.
Here's a technique you can use whenever you're caught off guard.

**Step 1: Pause**
Take a breath.
A two- or three-second pause gives your brain time to organise your thoughts.

**Step 2: Acknowledge the Question**
Buy yourself a little thinking time with a natural phrase such as:

- "That's a great question."
- "I've never thought about it that way."
- "Let me think about that for a moment."
- "That's an interesting point."

These aren't filler phrases.
They're purposeful.

**Step 3: Organise Your Thoughts**
Ask yourself:
What's my main point?
Then explain it.
Don't try to answer everything at once.

**Practical Example**
Imagine you're asked:
"Tell me about a time you made a mistake."
Instead of panicking, think:

**Situation**: What happened?
**Lesson**: What did I learn?
**Result**: How did it make me better?
*Then answer:*
"Early in my career, I underestimated how long a project would take. I learned the importance of planning ahead and communicating timelines clearly. Since then, I've become much better at managing deadlines and setting realistic expectations."

Notice something important?
The answer doesn't focus on the mistake.
It focuses on the lesson.
That shows maturity and confidence.

**Another example:**
Question: "What would you do if a customer became angry?"

Instead of freezing, think:
**Action → Reason → Result**
"I would stay calm and listen carefully to understand the problem. People often want to feel heard before a solution is offered. Once I understand the issue, I'd work with the customer to find a fair solution."

You didn't memorise that answer. You built it.

*That's* the skill we're developing.

**Today's Practice**
Ask a friend or family member to ask you five random questions.
Don't prepare.

Use this process:

- Pause.
- Think.
- Answer clearly.

The goal isn't perfect answers.
The goal is staying calm while thinking.

**Key Takeaway**
You don't need every answer prepared.
You only need a reliable way to build one.

## Module 6 Summary

*Excellent work!*

You've learned that answering questions confidently isn't about having perfect responses memorised—it's about having a simple system for organising your thoughts.

In this module, you learned how to:

- Structure strong interview answers.
- Speak up confidently in meetings and conversations.
- Think clearly under pressure.
- Turn unexpected questions into organised, confident responses.

*Remember*, the best communicators don't always answer the fastest. They answer with purpose, clarity, and confidence.

*Coming Up Next*: **Module 7 – Own the Room**, where you'll learn how to make a strong first impression, speak to groups with confidence, and develop the presence of a leader.

### 📚 From My Classroom #3

One of the biggest breakthroughs I see is when students stop asking, "What's the right answer?" and start asking, "How can I answer this clearly?"
That small shift changes everything. People don't expect perfection—they appreciate clarity and authenticity.

## Module 7: Own the Room

"You don't have to be the loudest person in the room to be the most memorable."

**Lesson 21: First Impressions**
**Learning Objective**
Learn how to create a positive and lasting first impression.

**The Lesson**
People often form first impressions within the first few moments of meeting you.
Before you've explained your qualifications...
Before you've shared your ideas...
Before you've finished your first sentence...
People notice how you present yourself.

A strong first impression isn't about being perfect.
It's about appearing approachable, prepared, and confident.

Here are five simple habits:

- Smile naturally.
- Stand or sit with good posture.
- Make comfortable eye contact.
- Speak clearly.
- Introduce yourself with confidence.

A simple greeting can leave a powerful impression.

**Practical Example**
Instead of saying quietly,
"Hi... I'm Sarah."

Try:
"Hello, I'm Sarah. It's nice to meet you."
It's warm, professional, and confident.

**Today's Practice**
Introduce yourself aloud three times.
Focus on your smile, posture, and voice rather than the words.

**Key Takeaway**
People often remember how you made them feel before they remember what you said.

# Lesson 22: Speaking to Groups

**Learning Objective**
Learn simple techniques to speak confidently in front of more than one person.

**The Lesson**
Speaking to a group can feel intimidating.
The bigger the audience, the more pressure we often put on ourselves.

**Here's a secret:**
Most audiences aren't waiting for you to fail.
They want you to succeed.
Instead of thinking,
"Everyone is watching me."
**Think**,
"Everyone is here to hear my message."
That small change in mindset can reduce a lot of anxiety.

When speaking to a group:

- Start with a calm breath.
- Pause before your first sentence.
- Speak to the entire room, not just one person.
- Keep your message simple.
- Don't rush.

If you lose your place, pause, gather your thoughts, and continue.
Your audience is far less likely to notice than you think.

**Practical Example**
Imagine you're presenting at work.
Instead of reading directly from your notes, look up after each point and speak to the audience.
It creates a stronger connection.

**Today's Practice**
Stand up and explain a topic for two minutes as though you're speaking to five people.
Practise looking around the room instead of at the floor.

**Key Takeaway**
Your audience wants to understand your message—not judge every word you say.

## Module 8: Difficult Conversations

"The goal isn't to win the conversation. The goal is to communicate with clarity, respect, and confidence."

**Lesson 25: Handling Disagreements**
**Learning Objective**
Learn how to disagree respectfully without creating unnecessary conflict.

**The Lesson**
Disagreements are a normal part of life.
At work.
At home.
With friends.

Even with people we respect.
Confident communicators understand that disagreeing doesn't have to become an argument. Instead of trying to prove someone wrong, focus on understanding their perspective first.

A simple approach is:
**Listen → Acknowledge → Respond**

- First, listen without interrupting.
- Then acknowledge what the other person has said.
- Finally, share your own perspective calmly.

This shows maturity and keeps the conversation productive.

**Practical Example**
Instead of saying:
"No, you're wrong."

Try:
"I understand why you see it that way. My perspective is a little different..."
Or:
"That's an interesting point. May I share another way of looking at it?"

Notice how these responses invite discussion instead of conflict.

**Today's Practice**
Think of a recent disagreement.

How could you have responded with more curiosity and less defensiveness?

**Key Takeaway**
You don't have to agree with someone to treat them with respect.

# Lesson 26: Saying No

**Learning Objective**

Learn how to say no confidently without feeling guilty.

**The Lesson**

Many people say "yes" because they don't want to disappoint others.

But constantly saying yes can lead to stress, resentment, and burnout.

Confident communicators understand that saying no isn't rude. It's honest.

You don't need a long explanation or an elaborate excuse.

A polite, respectful response is enough.

**Practical Examples**
Instead of saying:
"I'm really sorry... I wish I could... maybe another time... I'll try..."
Try:
"Thank you for thinking of me, but I'm not able to commit to that right now."

Or:
"I appreciate the opportunity, but I'll have to decline."

Or:
"Unfortunately, I already have other commitments."

Be kind.
Be respectful.
Be clear.

**Today's Practice**
Practise saying each of the examples aloud.
Notice that you don't need to apologise repeatedly for setting a healthy boundary.

**Key Takeaway**
Every time you say yes to something, you're also saying no to something else.

Choose carefully.

# Lesson 27: Giving Feedback

**Learning Objective**
Learn how to give feedback that is helpful, respectful, and constructive.

**The Lesson**
Giving feedback isn't about criticising someone.
It's about helping them improve.
Before giving feedback, ask yourself:
"Is it true?"
"Is it helpful?"
"Can I say it respectfully?"
Focus on the behaviour, not the person.
Instead of attacking someone's character, describe what happened and suggest a better approach.

**Practical Example**
Instead of saying:
"You're always disorganised."
Try:
"I noticed a few deadlines were missed. Let's look at a system that might help you stay on track."

The second response encourages improvement instead of creating defensiveness.

**Today's Practice**
Think of one piece of feedback you've wanted to give someone.
Rewrite it so it focuses on the behaviour rather than the person.

**Key Takeaway**
Good feedback helps people grow. It doesn't make them feel small.

## Lesson 28: Receiving Criticism

**Learning Objective**
Learn how to respond to criticism without becoming defensive.

**The Lesson**
Receiving criticism can be uncomfortable.
Our first reaction is often to explain ourselves or defend our actions.
Instead, pause.
Listen carefully.
Ask yourself:
"Is there something I can learn from this?"

Not all criticism is fair.
But even unfair criticism can teach you something about how others perceive your communication.
If the feedback is helpful, thank the person and consider how you can improve.

If it's unfair, stay calm and respond professionally.
You don't have to argue with every opinion.

**Practical Examples**
Instead of replying immediately with:
"That's not what happened!"
Try:
"Thank you for your feedback. I'll take some time to think about it."

Or:
"I appreciate you sharing your perspective."

These responses show confidence because they aren't driven by emotion.

**Today's Practice**
Think about the last piece of constructive criticism you received.
Ask yourself:

- What did I learn?
- How did I respond?
- How could I respond even better next time?

**Key Takeaway**
Confident people don't fear feedback. They use it to grow.

## Module 8 Summary

*Excellent work!*

Difficult conversations don't have to be difficult because of the way you communicate.
In this module, you've learned how to:

- Disagree respectfully.
- Say no with confidence.
- Give constructive feedback.
- Receive criticism with maturity.

*Remember*, great communicators aren't those who avoid difficult conversations. They're the ones who handle them with honesty, respect, and emotional intelligence.

*Coming Up Next*: **Module 9 – Become a Better Storyteller**, where you'll learn how to keep people interested, structure memorable stories, and communicate in a way that people remember long after the conversation ends.

## Module 9: Become a Better Storyteller

"People may forget the facts you shared, but they'll often remember the story you told."

**Lesson 29: Keep People Interested**
**Learning Objective**
Learn how to keep your listener engaged from beginning to end.

**The Lesson**
Have you ever listened to someone tell a story that seemed to go on forever?
Or perhaps they included so many unnecessary details that you forgot what the story was about.

Great storytellers don't try to tell everything.
They tell what matters.

Before you begin, ask yourself:
"Why am I telling this story?"
If the story doesn't have a purpose, your listener may lose interest.

Keep your story focused.
Leave out details that don't add to the message.

**Practical Example**
Instead of saying:
"Last Saturday I woke up at about 7:15, then I made coffee, then I looked outside..."
Try:
"Something unexpected happened to me last Saturday that completely changed my plans."

Now you've made people curious.
They want to know what happened next.

**Today's Practice**
Tell someone about your day in one minute or less.
Focus only on the most important moments.

**Key Takeaway**
A good story keeps people curious from beginning to end.

## Lesson 30: Structure Your Stories

**Learning Objective**
Learn a simple structure that makes your stories easy to follow.

**The Lesson**
One reason stories become confusing is because they jump from one idea to another.

Instead, use this simple structure:
**Beginning → Middle → End**

**Beginning** Set the scene.
Who was involved?
Where were you?
What was happening?

**Middle**
What challenge or interesting event occurred?

**End**
How did it end?
What did you learn?
What happened next?

This structure works whether you're telling a funny story, answering an interview question, or sharing an experience.

**Practical Example**
**Beginning**: "Last month I had my first online presentation."

**Middle**: "Halfway through, my internet connection stopped working."

**End**: "I stayed calm, rejoined the meeting, apologised briefly, and finished my presentation. I learned that staying calm is often more important than everything going perfectly."

Simple.
Clear.
Easy to remember.

**Today's Practice**
Think of a memorable experience.
Tell it using only the Beginning → Middle → End structure.

**Key Takeaway**
Well-structured stories are easier to follow—and easier to remember.

# Lesson 31: Add Emotion & Make Your Point Memorable

**Learning Objective**
Learn how emotion and purpose make your stories more meaningful.

**The Lesson**
Facts tell people what happened.
Emotion helps people understand why it mattered.
You don't need to exaggerate or be dramatic.
Simply describe how you felt or what you learned.

*For example*:
Instead of saying:
"I passed my driving test."
You could say:
"After months of practising, I finally passed my driving test. I felt relieved because all the hard work had finally paid off."

The second version is much more relatable.
Every good story should also have a takeaway.

Ask yourself:
"What's the point of this story?"
Maybe it's about perseverance.
Maybe it's about learning from a mistake.
Maybe it's simply to make someone laugh.

When people know the purpose of your story, they're far more likely to remember it.

**Practical Example**
Imagine you're answering an interview question:
"Tell me about a challenge you've overcome."

Don't just explain what happened.
Explain what you learned and how it changed you.
That's the part people remember.

**Today's Practice**
Tell a story about something you learned recently.
Before you finish, complete this sentence:
"The lesson I learned was..."

**Key Takeaway**
People remember stories that make them feel something and teach them something.

## Module 9 Summary

*Excellent work!*

In this module, you've learned how to:

- Capture your listener's attention.
- Structure stories clearly.
- Add emotion naturally.
- Leave people with a memorable message.

*Remember*, you don't have to be a professional speaker to tell great stories. Every experience you have can become a meaningful story when it's told with purpose, structure, and authenticity.

*Coming Up Next:* **Module 10 – Your 30-Day Confidence Challenge**, where you'll put everything you've learned into practice through simple daily exercises designed to help confident communication become a lasting habit.

## Module 10: Your 30-Day Confidence Challenge

"Confidence isn't built in one day. It's built one conversation at a time."

**Lesson 32: Daily Communication Habits**
**Learning Objective**
Learn how small daily habits lead to lasting confidence.

**The Lesson**
*Congratulations!*

You've reached the final module of The Confident Communicator.
Over the past nine modules, you've learned how to organise your thoughts, reduce filler words, answer questions confidently, handle difficult conversations, and tell engaging stories.

Now it's time to put those skills into practice.
*Remember*, communication is like a muscle.
The more you use it, the stronger it becomes.
You don't need hours of practice each day.
Just five to ten minutes of intentional practice can make a remarkable difference over time.

**Daily Habits**
Each day, try to do at least one of the following:

- Start a conversation with someone.
- Ask one thoughtful question.
- Share your opinion in a discussion.
- Tell a short story.
- Practise speaking aloud for one minute.
- Record yourself speaking.
- Read a page from a book aloud.
- Replace filler words with pauses.
- Introduce yourself confidently.
- Compliment someone sincerely.

**Today's Practice**
Choose one habit and complete it today.
Then repeat the process tomorrow.

**Key Takeaway**
Small daily actions build lasting confidence.

# Lesson 33: Speaking Prompts & Reflection

**Learning Objective**

Develop confidence by speaking about different topics every day.

**The Lesson**

One of the best ways to improve is to speak regularly. You can practise by answering speaking prompts aloud. Here are a few examples:

- What are you most grateful for today?
- Describe your dream holiday.
- What's a lesson you've learned this year?
- If you could learn any new skill, what would it be?
- Tell a story about a challenge you overcame.
- Describe your favourite childhood memory.
- What's one goal you're currently working towards?
- Who has influenced your life the most?
- What advice would you give your younger self?
- What's something you're proud of?

After speaking, spend one minute reflecting.
Ask yourself:

- Was I clear?
- Did I rush?
- Did I use filler words?
- Did I pause before answering?
- What did I do well?
- What can I improve tomorrow?

**Today's Practice**

Choose any two prompts and speak for one minute about each.

**Key Takeaway**

Reflection turns practice into progress.

## Lesson 34: Progress Tracker & Your Next Steps

**Learning Objective**

Celebrate your progress and commit to continued growth.

**The Lesson**

Take a moment to appreciate how far you've come.
Think back to the beginning of this course.
Perhaps you hesitated before speaking.
Perhaps you overthought every answer.
Perhaps you lacked confidence.
Now ask yourself:

- Do I pause before speaking?
- Can I organise my thoughts more easily?
- Do I use fewer filler words?
- Am I more comfortable speaking with others?
- Do I feel more confident than I did 30 days ago?

Progress doesn't mean perfection.
It means improvement.

**Your Progress Tracker**

Place a ✓ beside each habit you've developed.

□ I pause before answering.
□ I organise my thoughts clearly.
□ I speak at a comfortable pace.
□ I use fewer filler words.
□ I listen actively.
□ I communicate respectfully.
□ I tell better stories.
□ I feel more confident speaking.
□ I contribute more in conversations.
□ I continue practising every day.

**Today's Practice**
Make one promise to yourself:
"I will continue practising because confident communication is a skill I can improve every day."

Say it aloud.
Then begin your next conversation with confidence.

**Key Takeaway**
Confidence isn't a destination. It's a habit you build through consistent practice.

# A Final Message

Communication is a lifelong skill.
There will still be moments when you feel nervous.
That's normal.

The difference is that you now have the tools to handle those moments with confidence.

Keep speaking.
Keep learning.
Keep growing.

Every conversation is another opportunity to become an even better communicator.

## Module 10 Summary

*Congratulations!*
You have now completed The Confident Communicator.

Throughout this course, you've learned how to:

- Think clearly before you speak.
- Communicate with confidence.
- Answer questions naturally.
- Reduce filler words.
- Handle difficult conversations.
- Tell memorable stories.
- Build habits that strengthen your communication every day.

This is only the beginning.

Every conversation you have from today onwards is another opportunity to practise, improve, and grow.

Thank you for allowing me to be part of your communication journey.
Keep thinking clearly.
Keep speaking clearly.
And most importantly...
Keep communicating with confidence.

### 📚 From My Classroom #4

Even after years of teaching, I still learn something new from every conversation. So be patient with yourself. Celebrate your progress, keep practising, and trust that every conversation is helping you become a more confident communicator.

**Communication Coach's Challenge**

***Put Your Skills into Practice***

Congratulations! You've completed The Confident Communicator.

Now it's time to apply what you've learned. These 30 real-life scenarios are designed to help you think on your feet, organise your thoughts, and communicate with confidence.

Remember:
✔️ There are no perfect answers.
✔️ Focus on being clear, calm, and confident.
✔️ Use the techniques you've learned throughout this course.

## Week 1 – Everyday Conversations

**Challenge 1**
Introduce yourself to someone you've just met.

**Challenge 2**
Describe your perfect weekend.

**Challenge 3**
Tell someone about your favourite hobby.

**Challenge 4**
Recommend a book, movie, or TV series.

**Challenge 5**
Describe a place you'd love to visit.

**Challenge 6**
Talk about a skill you'd like to learn.

**Challenge 7**
Tell a story about something funny that happened to you.

**Self-Coaching Checklist**
□ I paused before answering.
□ I organised my thoughts.
□ I spoke clearly.
□ I avoided unnecessary filler words.
□ I stayed calm and confident.
□ I finished my answer without rushing.

## Week 2 – Professional Communication

**Challenge 8**
Answer: "Tell me about yourself."

**Challenge 9**
Answer: "Why should we hire you?"

**Challenge 10**
Describe one of your greatest strengths.

**Challenge 11**
Describe a challenge you've overcome.

**Challenge 12**
Explain how you would solve a problem at work.

**Challenge 13**
Share an idea during an imaginary team meeting.

**Challenge 14**
Present a new product or service in one minute.

**Self-Coaching Checklist**
□ I paused before answering.
□ I organised my thoughts.
□ I spoke clearly.
□ I avoided unnecessary filler words.
□ I stayed calm and confident.
□ I finished my answer without rushing.

## Week 3 – Thinking Under Pressure

**Challenge 15**
What would you do if you disagreed with your manager?

**Challenge 16**
How would you handle an unhappy customer?

**Challenge 17**
Someone asks for a favour you can't do.
How would you politely say no?

**Challenge 18**
A colleague criticises your work. How do you respond?

**Challenge 19**
You're asked a question you don't know the answer to. What do you say?

**Challenge 20**
Explain a difficult idea in simple language.

**Challenge 21**
Convince someone to try your favourite hobby.

**Self-Coaching Checklist**

□ I paused before answering.
□ I organised my thoughts.
□ I spoke clearly.
□ I avoided unnecessary filler words.
□ I stayed calm and confident.
□ I finished my answer without rushing.

## Week 4 – Leadership & Storytelling

**Challenge 22**
Tell a story about a mistake that taught you something valuable.

**Challenge 23**
Describe a leader you admire and explain why.

**Challenge 24**
Motivate a team before an important project.

**Challenge 25**
Give constructive feedback to a colleague.

**Challenge 26**
Resolve a disagreement between two people.

**Challenge 27**
Describe one achievement you're proud of.

**Challenge 28**
Give a two-minute speech on the importance of communication.

**Challenge 29**
Teach someone how to do something you know well.

**Challenge 30**
Reflect on your communication journey.

**Self-Coaching Checklist**

□ I paused before answering.
□ I organised my thoughts.
□ I spoke clearly.
□ I avoided unnecessary filler words.
□ I stayed calm and confident.
□ I finished my answer without rushing.

**Answer:**

- What have you improved?
- What was your biggest challenge?
- What communication skill are you most proud of?
- What will you continue practising?

**Coach's Reminder**

- Don't aim for perfect answers.
- Aim for clear answers.
- Pause before you speak.
- Organise your thoughts.
- Speak with confidence.

The more you practise, the more natural these skills will become.

# The Confident Communicator's Compass

***There isn't one perfect response. There are principles that help you choose the right response***

*Before you speak, ask yourself:*

**1. What's my goal?**
To inform?
To persuade?
To solve a problem?
To build a relationship?

**2. Who am I speaking to?**
A friend?
A manager?
A customer?
A stranger?

**3. What tone is appropriate?**
Friendly?
Professional?
Empathetic?
Assertive?

**4. What's my main message?**
Can I say it simply?
Am I getting to the point?

**5. Before I respond...**
Pause.
Think.
Speak with purpose.

# The Fluent with Scharntel Transformation

***The Before and After***

***Remember*:**
**These are not scripts to memorise. They are examples of how organising your thoughts, speaking clearly, and communicating with confidence can transform everyday conversations.**

**The Myth About Small Talk**

Before we look at these examples, there's one misconception I'd like to clear up. ***Small talk*** isn't meaningless conversation. It's simply a bridge.

Its purpose isn't to discuss the weather.
Its purpose is to make two strangers feel comfortable enough to have a real conversation.

That's why people talk about:

- The event they're attending.
- The journey there.
- The weather.
- The queue.
- The coffee.
- The venue.

They're not really talking about those things.
They're saying:
"I'm friendly."
"It's okay to talk to me."

*That's the real purpose of small talk.*

***Small talk isn't pointless—it's the doorway to meaningful conversation.***

**Scenario 1: Making Small Talk**

**Situation A: At a Workshop**

***Before the Course***

**Alex**: Uh... hi.
**Jordan**: Hi.
**Alex**: Nice weather today.
**Jordan**: Yeah.
**Alex**: So... um... what do you do?
**Jordan**: I work in finance.
**Alex**: Oh... okay.
(Awkward silence.)

***After the Course***

**Alex**: Hi! Is this seat available?
**Jordan**: Yes, absolutely.
**Alex**: Thank you. Have you attended one of these workshops before?
**Jordan**: No, this is actually my first one.
**Alex**: Mine too. I wanted to improve my communication skills. What brought you here?
**Jordan**: I give presentations at work, and I'd like to become a more confident speaker.
**Alex**: That's a great reason. I'm sure we'll both leave with some valuable ideas today.
**Jordan**: I certainly hope so. It's nice meeting you.
**Alex**: Likewise!

**Why the Second Conversation Works**

✔️ It starts with a natural question.
✔️ Both people show genuine interest.
✔️ The conversation develops instead of ending after one answer.
✔️ The speakers sound relaxed, clear, and confident.

**Situation B: At a Bus Stop**

***Before the Course***

**Emma**: Hi.
**Daniel**: Hi.
**Emma**: Is the bus late?
**Daniel**: I think so.
**Emma**: Oh.
(Silence while both stare at the road.)

***After the Course***

**Emma**: Excuse me, do you know if the number 15 bus has already passed?
**Daniel**: No, I don't think so. It's usually a few minutes late.
**Emma**: That's good to know. I don't normally use this route.
**Daniel**: Neither do I. I'm heading to a training course today.
**Emma**: Really? What kind of training?
**Daniel**: A leadership workshop. I'm looking forward to it.
**Emma**: That sounds interesting. I hope it goes well.
**Daniel**: Thank you! Have a great day.
**Emma**: You too.

**Why the Second Conversation Works**

✔️ The conversation begins with a genuine question.
✔️ Each response creates an opportunity to continue naturally.
✔️ Neither person forces the conversation.
✔️ The interaction ends politely, leaving a positive impression.

**Scenario 2: Introducing Yourself at a Networking Event**

***Before the Course***

**Taylor**: Hi...
**Chris**: Hi.
**Taylor**: I'm Taylor.
**Chris**: Nice to meet you. I'm Chris.
**Taylor**: Nice to meet you too.
(Awkward silence.)
**Chris**: So... what do you do?
**Taylor**: I... um... work in sales.
**Chris**: Oh, nice.
(Conversation ends.)

***After the Course***

**Taylor**: Hi, I'm Taylor. It's great to meet you.
**Chris**: Nice to meet you too. I'm Chris.
**Taylor**: What brings you to today's networking event?
**Chris**: I'm hoping to connect with professionals in the marketing industry. How about you?
**Taylor**: I'm in sales, and I'm always looking for opportunities to learn from others and expand my professional network.
**Chris**: That's a great approach. What area of sales do you work in?
**Taylor**: I work in business development, helping companies build long-term relationships with their clients. It's a role I really enjoy.
**Chris**: That sounds interesting. I'd love to hear more about your experience.
**Taylor**: Absolutely. I'd be happy to share.

**Why the Second Conversation Works**

✔️ The introduction is warm and professional.
✔️ Both people ask open-ended questions.
✔️ Answers provide enough information to keep the conversation going.
✔️ The speakers show genuine interest in one another instead of simply exchanging names.
✔️ The conversation feels natural and purposeful.

💡 ***Communication Tip***

At networking events, don't focus on impressing people.
Focus on getting to know people.
People are far more likely to remember someone who showed genuine interest than someone who tried to sound impressive.

**Scenario 3: Speaking to a Senior Manager**

***Before the Course***

**Manager**: Good morning. How's the project coming along?
**Employee**: Um... it's okay... I think... we're still working on it.
**Manager**: Will it be finished by Friday?
**Employee**: I hope so... we're trying our best.
**Manager**: Alright. Keep me updated.
**Employee**: Okay.

***After the Course***

**Manager**: Good morning. How's the project coming along?
**Employee**: Good morning. We're making good progress and remain on track with our timeline.
**Manager**: Will it be finished by Friday?
**Employee**: Yes, that's our goal. We've completed most of the work, and we're finalising the last few tasks. If anything changes, I'll let you know immediately.
**Manager**: Excellent. Thank you for the update.
**Employee**: You're welcome. I'll keep you informed.

**Why the Second Conversation Works**

✔️ The employee answers the question directly.
✔️ The response is clear, specific, and professional.
✔️ They communicate confidence without sounding arrogant.
✔️ They reassure the manager by offering proactive communication.
✔️ There are no unnecessary filler words or vague responses.

💡 ***Communication Tip***

Speaking to someone in a senior position doesn't mean using complicated words.
It means being prepared, honest, and clear.
Confidence comes from knowing your message—not from trying to sound impressive.

**Scenario 4: Office Lunch Conversation**

***Before the Course***

**Colleague 1:** Hi! Would you like to join us for lunch?
**Jamie**: Um... sure.
(They sit down.)
**Colleague 2**: So, how are you finding the job so far?
**Jamie**: It's... okay.
**Colleague 1**: That's good.
(Awkward silence.)

**After the Course**

**Colleague 1**: Hi! Would you like to join us for lunch?
**Jamie**: I'd love to, thank you.
(They sit down.)
**Colleague 2:** So, how are you finding the job so far?
**Jamie**: I'm really enjoying it. Everyone has been welcoming, and I'm learning something new every day.
**Colleague 1**: That's great to hear. Which department are you working in?
**Jamie**: I'm part of the customer support team. It's been a busy start, but I've enjoyed getting to know both the role and the people.
**Colleague 2:** Is this your first position in customer support?
**Jamie**: No, I worked in a similar role before, but every company has its own way of doing things. It's been a great learning experience.
**Colleague 1:** Well, we're happy to have you on the team.
**Jamie**: Thank you. I really appreciate that.

**Why the Second Conversation Works**

✔️ Jamie gives complete answers instead of one-word responses.
✔️ The conversation stays positive and natural.
✔️ Jamie shares enough information to keep the conversation flowing.
✔️ The colleagues feel encouraged to continue the discussion.
✔️ Jamie comes across as approachable, engaged, and confident.

💡 ***Communication Tip***

People don't expect you to be the most talkative person at the table.
They simply appreciate someone who is friendly, engaged, and interested in the conversation.
A smile, a thoughtful answer, and a genuine question can turn an awkward lunch into the beginning of a great working relationship.

**Scenario 5: Meeting Your Partner's Friends for the First Time**

***Before the Course***

**Partner**: Everyone, this is Alex.
**Friend 1:** Hi, Alex. It's nice to meet you.
**Alex**: Hi.
**Friend 2**: So, how did you two meet?
**Alex**: Um... through friends.
**Friend 1**: Oh, that's nice.
(Awkward silence.)

***After the Course***

**Partner**: Everyone, I'd like you to meet Alex.
**Alex**: Hi, everyone. It's lovely to meet you. I've heard so many good things about all of you.
**Friend 1**: That's kind of you! We're glad you could join us.
**Friend 2**: So, how did you and Jamie meet?
**Alex**: We met through mutual friends at a charity event last year. We started talking, kept in touch, and the rest is history.
**Friend 1:** That's a great story! What do you enjoy doing together?
**Alex**: We both enjoy trying new restaurants and exploring places we've never been before. We also enjoy hiking when we have the time.
**Friend 2:** That sounds like a lot of fun. We'll have to recommend a few places you should visit.
**Alex**: We'd love that. We're always looking for new places to explore.

**Why the Second Conversation Works**

✔️ Alex greets everyone warmly and confidently.
✔️ The responses are complete without being too long.
✔️ Alex shares a little personal information, making the conversation feel natural.
✔️ Alex responds with enthusiasm and invites further conversation.
✔️ Everyone feels comfortable contributing to the discussion.

💡 ***Communication Tip***

When meeting new people, you don't have to impress them.
Be curious. Smile. Ask questions.
Share a little about yourself.
People usually remember how comfortable you made them feel, not whether you said the perfect thing.

## Scenario 6: Job Interview

**Before the Course**

**Interviewer**: Tell me a little about yourself.

**Candidate**: Um... my name is Alex. I've worked... um... in customer service for a few years. I... uh... like helping people.

**Interviewer**: Why are you interested in this position?

**Candidate**: I just... need a job... and I think I'd be good at it.

**Interviewer**: What would you say is one of your strengths?

**Candidate**: Um... I'm hardworking.

**Interviewer**: Can you give me an example?

**Candidate**: Not really... I just always try my best.

**OR**

**Scenario 6: Job Interview**

***Before the Course***

**Interviewer**: Tell me a little about yourself.

**Candidate**: Well, I've worked in administration for about four years. I enjoy working with people, and I've learned quite a lot in my previous role. I'm hardworking, reliable, and I always try to do my best.

**Interviewer**: Why are you interested in this position?

**Candidate**: I wanted a new challenge. I felt like it was time for a change, and I think this role would give me more opportunities to grow. I also heard good things about your company.

**Interviewer**: What would you say is one of your strengths?

**Candidate**: I'd say I'm a good team player. I get along with people easily, and I like helping where I can. I've always tried to support my colleagues whenever they needed me.

**Interviewer**: Can you give me an example?

**Candidate**: Well... I just always helped whenever someone asked. We all worked together, so I just did what needed to be done.

**After the Course**

**Interviewer**: Tell me a little about yourself.

**Candidate**: Certainly. I have over three years' experience in customer service, where I developed strong communication and problem-solving skills. I enjoy working with people and helping them find practical solutions, which is one of the reasons this opportunity appealed to me.

**Interviewer**: Why are you interested in this position?

**Candidate**: I'm looking for an opportunity where I can continue growing professionally while contributing to a team that values excellent customer service. From what I've learned about your company, I believe this role is a great fit for my experience and career goals.

**Interviewer**: What would you say is one of your strengths?

**Candidate**: One of my greatest strengths is staying calm under pressure. In my previous role, I regularly assisted customers with urgent concerns. By listening carefully and communicating clearly, I was able to resolve issues while maintaining a positive customer experience.

**Interviewer**: Thank you. Those are excellent examples.

**Candidate**: Thank you. I appreciate the opportunity to share my experience.

**Why the Second Conversation Works**

✔️ The candidate answers each question directly.
✔️ Every answer includes a reason or example.
✔️ The candidate sounds prepared without sounding rehearsed.
✔️ Confidence comes from structure and clarity—not memorisation.
✔️ The conversation feels professional, genuine, and engaging.

💡 ***Communication Tip***

A successful interview isn't about having the "perfect" answer.
It's about understanding the question, organising your thoughts, and responding with confidence.
When you combine clear articulation with real examples, you don't just tell an interviewer what you can do—you show them.

**Scenario 7: Handling a Difficult Customer**

***Before the Course***

**Customer**: I've been waiting over a week for my order, and no one has bothered to update me. This is completely unacceptable!

**Employee**: Well we're very busy at the moment, and deliveries have been delayed.

**Customer**: I understand that, but someone should have told me.

**Employee**: There's not much I can do. You'll just have to wait until it arrives.

**Customer**: That's very disappointing.

***After the Course***

**Customer**: I've been waiting over a week for my order, and no one has bothered to update me. This is completely unacceptable!

**Employee**: I'm sorry to hear you've had this experience, and I understand why you're frustrated.

**Customer**: I just wanted to know what was happening.

**Employee**: Absolutely. Let me check the status of your order so I can give you accurate information. (The employee checks the system.)

**Employee**: Thank you for waiting. I can see there has been an unexpected delay with the delivery. I apologise that this wasn't communicated to you sooner.

**Customer**: I appreciate you checking.

**Employee**: You're welcome. Your order is expected to arrive on Thursday. I'll also make a note to ensure you're contacted if there are any further updates.

**Customer**: Thank you. I appreciate your help.

**Employee**: It's my pleasure. Thank you for your patience, and please let me know if there's anything else I can assist you with.

**Why the Second Conversation Works**

✔️ The employee acknowledges the customer's feelings without becoming defensive.
✔️ They focus on finding a solution instead of assigning blame.
✔️ They communicate clearly and honestly.
✔️ They keep the customer informed throughout the conversation.
✔️ The customer leaves feeling heard, respected, and supported.

💡 ***Communication Tip***

When someone is upset, listen first, respond second. People often become calmer when they feel heard. By acknowledging their concern, explaining the situation clearly, and offering a solution, you can turn a difficult conversation into a positive customer experience.

**Scenario 8: Giving Feedback to a Colleague**

***Before the Course***

**Manager**: Sam, do you have a moment to talk about the presentation?

**Sam**: Sure.

**Manager**: I noticed there were quite a few spelling mistakes, and some of the slides were difficult to follow.

**Sam**: Oh... I was in a hurry. I'll fix it.

**Manager**: Okay.
(The conversation ends, but Sam isn't sure what needs to improve.)

***After the Course***

**Manager**: Sam, do you have a moment to talk about the presentation?

**Sam**: Of course.

**Manager**: First, I'd like to say you explained the information clearly, and your research was well done. I did notice a few spelling mistakes and a couple of slides that looked a little crowded.

**Sam**: Thank you for pointing that out. I'll go through it again.

**Manager**: I think a final proofread and simplifying a few slides will make your presentation even stronger. Overall, you've done a great job.

**Sam**: I appreciate the feedback. I'll make those changes before the presentation.

**Manager**: Excellent. Let me know if you'd like me to review it again.

**Why the Second Conversation Works**

✔️ The feedback begins with something positive.
✔️ The focus is on the work, not the person.
✔️ The suggestions are specific and actionable.
✔️ The conversation encourages improvement instead of creating defensiveness.
✔️ Both people leave the conversation with a clear plan.

💡 **Communication Tip**

When giving feedback, aim to encourage, not discourage.

Recognise what went well, explain what could be improved, and offer practical guidance. People are far more likely to accept feedback when they feel respected and supported.

**Scenario 9: Joining a Group Conversation**

***Before the Course***

**Colleague 1:** Has anyone watched the new documentary everyone is talking about?

**Colleague 2:** Yes, I finished it last night. It was really interesting.

**Colleague 3**: I loved the final episode.

**Jordan**: Yeah... it was nice.

**Colleague 2**: Which part did you enjoy the most?

**Jordan**: I don't know... all of it, I guess.

(The conversation moves on without Jordan.)

***After the Course***

**Colleague 1:** Has anyone watched the new documentary everyone is talking about?

**Colleague 2:** Yes, I finished it last night. It was really interesting.

**Colleague 3:** I loved the final episode.

**Jordan**: I watched it over the weekend as well. What stood out to me was how they explained the real-life events behind the story. I wasn't expecting it to be so thought-provoking.

**Colleague 2:** I completely agree. That was one of my favourite parts too.

**Colleague 3**: It definitely made me see things differently.

**Jordan**: Have either of you watched any similar documentaries? I'd love a few recommendations.

**Colleague 1:** Actually, I have one you'd probably enjoy...

(The conversation continues naturally.)

**Why the Second Conversation Works**

✔️ Jordan contributes instead of waiting to be invited.

✔️ The response includes an opinion, not just a one-word answer.

✔️ Jordan asks a follow-up question, encouraging others to join in.

✔️ The conversation flows naturally because everyone feels included.

💡 ***Communication Tip***

You don't have to be the loudest person in the group.

A thoughtful comment or a genuine question is often enough to become part of the conversation.

Great communicators don't compete for attention—they contribute with purpose.

**Scenario 10: Ending a Conversation Professionally**

***Before the Course***

**Taylor**: Well... I should probably go.

**Chris**: Oh... okay.

**Taylor**: Yeah... bye.

**Chris**: Bye.

(The conversation ends abruptly.)

***After the Course***

**Taylor**: Chris, it's been a pleasure speaking with you. I really enjoyed learning about your work.

**Chris**: Likewise. I enjoyed our conversation as well.

**Taylor**: I'm going to introduce myself to a few more people before the event ends, but I hope we have the opportunity to speak again.

**Chris**: Absolutely. It was great meeting you.

**Taylor**: Likewise. Enjoy the rest of the event, and all the best with your upcoming project.

**Chris**: Thank you. Wishing you the very best as well.
(They part on a positive and professional note.)

**Why the Second Conversation Works**

✔️ Taylor ends the conversation with appreciation and respect.
✔️ The reason for leaving is communicated politely.
✔️ Both people leave with a positive impression.
✔️ The conversation ends naturally without feeling rushed or awkward.
✔️ The door is left open for future conversations.

💡 ***Communication Tip***

A confident communicator knows how to begin, maintain, and end a conversation gracefully.
When ending a conversation:
Thank the other person for their time.
End on a positive note.
If appropriate, express your interest in speaking again.
A professional ending leaves people with the same positive impression as a strong first introduction.

## A Letter from Scharntel

Dear Learner,

I'm truly proud of the time and effort you've invested in yourself. Choosing to improve your communication skills is one of the best investments you can make, because the ability to communicate clearly and confidently can open doors in every area of life.

As you continue your journey, remember this:
You don't need to speak perfectly.
You don't need the biggest vocabulary.
You don't need to have all the answers.
What matters most is that you're willing to keep learning, keep practising, and keep speaking.

Some conversations will feel easy. Others may challenge you. That's completely normal. Every conversation is another opportunity to grow.

If there's one thing I hope you take away from this course, it's this:
Your voice matters.
Your ideas matter.
Your experiences matter.
And you deserve to express them with confidence.

Thank you for allowing me to be part of your journey. I hope the lessons in this course continue to serve you long after you've finished the final page.

Keep thinking clearly.
Keep speaking clearly.
And never stop believing in your ability to communicate with confidence.

Wishing you every success, both personally and professionally.

Warm regards,
Scharntel

## Remember:

**Before You Speak...**

✓ Pause.
✓ Think.
✓ Listen.
✓ Be clear.
✓ Be respectful.
✓ Be authentic.
✓ Adapt to the situation.
✓ Speak with confidence.

*"There isn't one perfect response - There are principles that help you choose the right response."*
*-Tilly R*

The Confident Communicator
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