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**How to Overcome a Confidence Crisis**

**By Caterina Rando**

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As a business success coach I have worked with many women in business who consider themselves successful and who are considered successful by their peers. No matter how much you earn, how fast you find yourself expanding your organization, or how much satisfaction you gain from your business, you can have a confidence crisis. Even women with high self-esteem and self-confidence can suffer from a confidence crash. Sometimes, things happen that knock the confidence right out of us.

At times, our confidence is already shaky as a result of a transition or loss and a single incident like missing a deadline, getting a bad haircut, or spilling coffee on a document can send us storming out of the confidence cafe.

When you crash, it is usually because your daily diet of life has not included enough confidence causing foods. Confidence is like Vitamin C. You need it in your diet. Your body can only store it for a short time before it needs some more. You have to take responsibility for planning your confidence meals and making sure you have large enough portions.

When you have a confidence crisis, don't despair, don't reach for the bottle of bourbon or the bon bons. Instead, start to use some of these confidence-boosting techniques. Begin with at least two, then add a third and a fourth. You will gain a lot more than confidence – you will learn to love, honor and appreciate yourself more and more.

**Keep a Journal**

Keeping a journal is a great way to process, and clarify your feelings. Forcing yourself to write everyday also forces you to take time for daily reflection. Daily reflection can help you solidify what you know, what you have learned, and what you still need to pay attention to.

**Show Gratitude**

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Practice gratitude – be thankful for what you already have and put your attention on all the blessings you already possess. Keep a gratitude section in your journal. Everyday write down five things you are thankful for. This will help you feel richer and stronger in character and that translates into confidence.

### Evaluate Your Relationships

Assess the relationships in your life. Do they support you or sabotage you? All relationships change with time; some get better, some get worse. If you have relationships in your life that are more of a burden than a joy, it may be time to sever your ties – or at least loosen the reins.

### Start New Relationships

Identify people that have the qualities you admire – people you feel you could learn from and who could learn from you, as well. Look for people you can have fun with. Boosting your confidence can be really fun, if you want it to be.

### Get into a Good Group

This may be time for a traditional support group. Chatting over a cup of carrot juice with your pals might be a remedy. Organize your own group of confidence boosters and support each other in making changes.

### Change Your Behavior

What do you do that boosts your confidence and what do you do that brings it down. Exercise, getting enough sleep, speaking your mind and dressing well are behaviors that tend to boost confidence. Staying up late, spending all your time with Ben and Jerry, and saying "yes" too often to avoid confrontation when you really want to say "no" will bring your confidence down.

### Speak Up

When we withhold communication because we are afraid of how we will be received, we chip away another bit of our confidence. Share your thoughts, opinions, and preferences. Speak up in all situations. The insignificant situations will be practice for the important occasions that are sure to follow.

### Take a Risk A Day

A risk is something you would do in an instant if you knew you would be successful. It is the fact that you do not know how it will turn out that makes it a risk. The best way to bolster your confidence is to start doing things you are afraid to do. Make a list of risks for you and start to do them one by one.

Sometimes, it takes a few days to boost your confidence, sometimes, it takes a few weeks. Occasionally it can take a few months to overcome a confidence crisis. Know that if you are consistent

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with your confidence boosting techniques, you will eventually find yourself renewed, stronger, and more confident. Your new vitamin C will infuse your life with an new brighter, fresh and more positive outlook that will uplift your whole life.

Caterina Rando, MA, MCC coaches women entrepreneurs and direct sellers to succeed with ease. She is a sought after speaker, master certified coach and author of the national best–seller *Learn to Power Think*. Caterina is also the Success Center Director for the Direct Selling Women's Alliance and contributing author to the soon to be released book *Build it Big– 101 Secrets of Top Direct Selling Experts*. Caterina can be reached at 800 966–3603 or by email at

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### **Crisis Management Tips**

**By Colin Ong TS**

The term crisis management has different connotations. In this article, I will try to provide pointers that can be used in most situations:

**Is It A Crisis In The First Place?:**

This question is important to ask, as there are many situations that go wrong because the right person to handle it is not around. You may be in charge of a project until your supervisor comes back and are unable to contact him during a crisis. You have to make your own decisions in his absence and your action is dependent on the level of authority given.

**The Big Picture:**

It is not easy to handle a crisis if you are not aware of the all the facts. If your role is a leader, you have to be detached from the emotional side of the crisis and rationally take stock of how to move on. Again, this is not as easy as it sounds as you may have long–time colleagues who are involved in this crisis.

**The Relevant Team:**

It is important to be able to meet up with the relevant team to discuss about the situation. This is to ensure that the team is able to analyse and make a united stand about handling this crisis. This team should also comprise of the authorities, if the crisis is serious.

**The Timeline:**

You must construct a timeline and ensure that each process scenario is highlighted. This practice will be a check to prevent your team from spending too much time in one aspect of handling the crisis.

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### Procedural Manual:

Is there an organizational situational manual that you can use for this situation? Are you able to recollect the tips that were given to you when you participated in a mock drill?

### External Experts:

You should get external experts to assess the situation if the crisis is totally unanticipated. However, you must have had a close-door meeting with your inner circle. This is essential, as you do not want to unnecessarily reveal confidential information to external parties.

### Speaking To The Media:

It is important to prepare a press kit—which provides a full detailed report about the crisis. If you are comfortable to conduct a press interview, you have to ensure that you have the full details first.

### Your Communication Style:

You have to ensure that your communication style is in sync with the crisis. Remember to be forthcoming with reliable information and try not to speculate. This will also ensure that the victims' immediate families do not overly worry. It will also not help if you come across as very emotional in the media as you want to communicate that your organization has everything under control.

### Beyond Your Control:

If the crisis involves the loss of lives, it is not unthinkable that your credibility and organisation's reputation is put into question. Assuming that the crisis was beyond your organisation's control, you have to stick to your best judgement and not be led into a debate that may open your organisation to possible legal action.

Colin Ong TS is the Managing Director of MR=MC Consulting (

) and Founder

of the 12n Professional Networking Community (

)

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