

# FROM SHYNESS TO STRENGTH: IMASHI'S JOURNEY TO CONFIDENT COMMUNICATION

## LEARNER STORY

### A QUIET BEGINNING

Imashi is Sri Lankan and was extremely shy when she started the Aspire2 Workplace Communication programme. Imashi speaks with a reasonably thick accent, she struggled to look me in the eye and avoided eye contact often. She never initially volunteered an answer in class. When asked a question directly she replied hesitantly with a short answer in a very small voice. Imashi did not lack in knowledge but certainly in confidence and ability to talk to or within a group

### SETTING GOALS FOR GROWTH

At the start of the programme, Imashi recognized her lack of confidence and set two key goals:

- "My goal is to finish the Aspire2 course, so I can improve my knowledge of communication and self-confidence."
- "My goal is to talk with a new person each day in my workplace. Benefits are improving my communication skills by interacting with people and building relationships."

Halfway through, she reflected on her progress: "I feel that this programme is excellent, and my communication skills are improving."

### BUILDING CONFIDENCE STEP BY STEP

Through structured exercises such as working in pairs, small group discussions, and delivering short talks on familiar topics, Imashi gradually gained confidence. Over time, she became more comfortable expressing her ideas and engaging in conversations. Her growth was also reflected in her personal wellbeing statements:

- "I am confident in myself with my team and my work."
- "I like to keep feelings positive all the time in my workplace and life."
- "I have emotional strength to handle different situations in my workplace."



### A PROUD ACHIEVEMENT

By the end of the programme, Imashi was volunteering information, asking questions, and expressing her ideas with clarity. Her transformation was evident at Graduation when she confidently delivered a PowerPoint presentation in front of 12 fellow learners and 14 senior staff from Altus.

She had worked hard to slow her speech, project her voice, and structure her talk effectively. Her improved confidence was not only visible but also had a tangible impact on her workplace—she now writes emails to raise issues earlier, making her team more productive, and has built stronger relationships with her manager and colleagues.

In addition to her newfound confidence, Imashi also made significant step gains in Oral Communication, Reading, and Writing. She improved her Numeracy score, demonstrating growth not just in communication but in essential workplace skills that will support her ongoing success.

### CONFIDENCE IN ACTION

The smile on Imashi's face when presenting and receiving her certificate was a clear reflection of her newfound confidence. Her journey is a true testament to the power of self-belief, practice, and workplace communication skills.

