

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

LEARNER STORY

A QUIET BEGINNING

When Imashi, originally from Sri Lanka, began the Aspire2 Workplace Communication programme, she was extremely shy and hesitant to speak. Her strong accent and lack of confidence made it difficult for her to engage in discussions. She avoided eye contact, spoke softly, and rarely volunteered answers in class — not from a lack of knowledge, but from a fear of speaking up.

BUILDING CONFIDENCE

Through the supportive, practical approach of the Aspire2 programme, Imashi gradually began to step out of her comfort zone. Working in pairs and small groups helped her practise communication in a safe, encouraging environment, and regular short talks on familiar topics strengthened her confidence and voice.

At the start of the course, she set herself two simple but meaningful 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. The benefits are improving my communication skills by interacting with people and building relationships."

SEEING PROGRESS

Halfway through the programme, Imashi proudly reflected on how far she had come, saying, *"I feel that this programme is excellent and my communication skills are improving."* Her progress wasn't only visible to others — she could feel the difference herself. She described becoming more self-assured within her team, noting that she now felt *"confident in myself with my team and my work."* Her outlook had also become more positive, as she explained that she tried *"to keep feelings positive all the time in my workplace and life."* Most importantly, she recognised her new emotional resilience, saying she had *"the emotional strength to handle different situations in my workplace."*



SPEAKING WITH CONFIDENCE

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 transformation was clear on Imashi's face as she stood to receive her certificate — smiling brightly, proud of her growth. Imashi's journey shows how developing communication skills through Aspire2 can unlock not just workplace potential, but confidence that shines in every part of life.

