

# BUILDING CONFIDENCE: THAT DRIVES TEAM PERFORMANCE: KELLY'S STORY

## LEARNER STORY

### A QUIET BEGINNING

When Kelly began the Aspire2 Workplace Communication programme, she was polite and conscientious, valuing harmony and positive relationships. However, she lacked confidence in group settings and often held back from contributing.

She would sit beside her husband, who was also enrolled in the programme, and rarely shared her thoughts unless directly invited. While capable, Kelly's hesitation meant her ideas and insights weren't always heard – something that can limit both individual and team performance in the workplace.

### BUILDING CONFIDENCE

Kelly approached the programme with care and commitment, taking time to thoughtfully complete workbook activities and clearly structure her ideas.

She engaged strongly with topics such as the DOPE personality assessment, teamwork, and financial literacy – building greater self-awareness and understanding of how she contributes within a team.

*"I think DOPE personality test has been my favourite topic so far, it gives me great self-awareness."*

*"I like the 3 words we came up with for good teamwork – Respect, Reliable and Communication (listening). Move together, not against each other."*

### FINDING HER VOICE

As the programme progressed, Kelly experienced a noticeable increase in confidence and began to find her voice. She became more willing to contribute, share ideas, and engage in discussions.



### GROWING LEADERSHIP

Kelly also began sharing ideas, asking questions, and respectfully challenging thinking. She also encouraged others to contribute and actively invited other learners to share their perspectives to ensure an inclusive discussion.

### APPLYING IT AT WORK

By the end of the programme, Kelly confidently presented a workplace issue, analysed its causes, and outlined practical solutions.

She is now better equipped to communicate clearly, contribute ideas, and support stronger teamwork – helping improve understanding, collaboration, and day-to-day performance.



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