

# CONFIDENCE / COMPETENCE MODEL



As you look at people's performance, keep in mind their levels of competence and confidence. Your approach will depend on how much competence they display and how much confidence they have in themselves and their skills.

When an employee has low confidence, but demonstrates that they know what they're doing (high competence), encourage that person.

For employees with both low competence and low confidence, they most likely need you to teach them, provide them training, and show them how to do what they need to do.

For an employee who is confident, but lacks performance, coaching can help them tap into and develop the skills they need to succeed.

Finally, when an employee is both competent and confident in what they're doing, you can challenge them with higher levels of achievement, new tasks, or new opportunities.

# CONFIDENCE / COMPETENCE PLANNER

