

# How To Build Confidence with Your Assistant

The way we try to build confidence is this idea of starting small and seeking feedback. Essentially, try stepping a little bit out of your comfort zone, see what happens, and come back and talk through how it went with a trusted/more tenured peer or leader. I think you can encourage this, but the actual work is hers to do. One example from within LifeSquire recently was with Laney, our matchmaker. She is pretty hesitant to communicate with our job placement clients solo and her main responsibilities surround the candidates, so it's not a huge problem. But one of our clients was requesting to have a fairly urgent phone call before making an offer. All of the conversation was about the candidate, Laney was the expert on that, and I was largely unavailable. Valerie was actually the one who pushed her a bit. She said, "I think you can do this conversation solo. I want you to take an hour and think about it. If you decide that you can't do it, Katie will create a time, but you have everything you need." Before the end of the conversation, she said she could do it. I did some quick prep work with her about her main points and validated her instincts. And we scheduled a follow up call at the end of the day to process how it went. It went great and she felt significantly more confident after. Nothing groundbreaking, but just a little push.