



# EMPOWHER

Empowering the Advancement of Women

## 2026 Professional Development Program

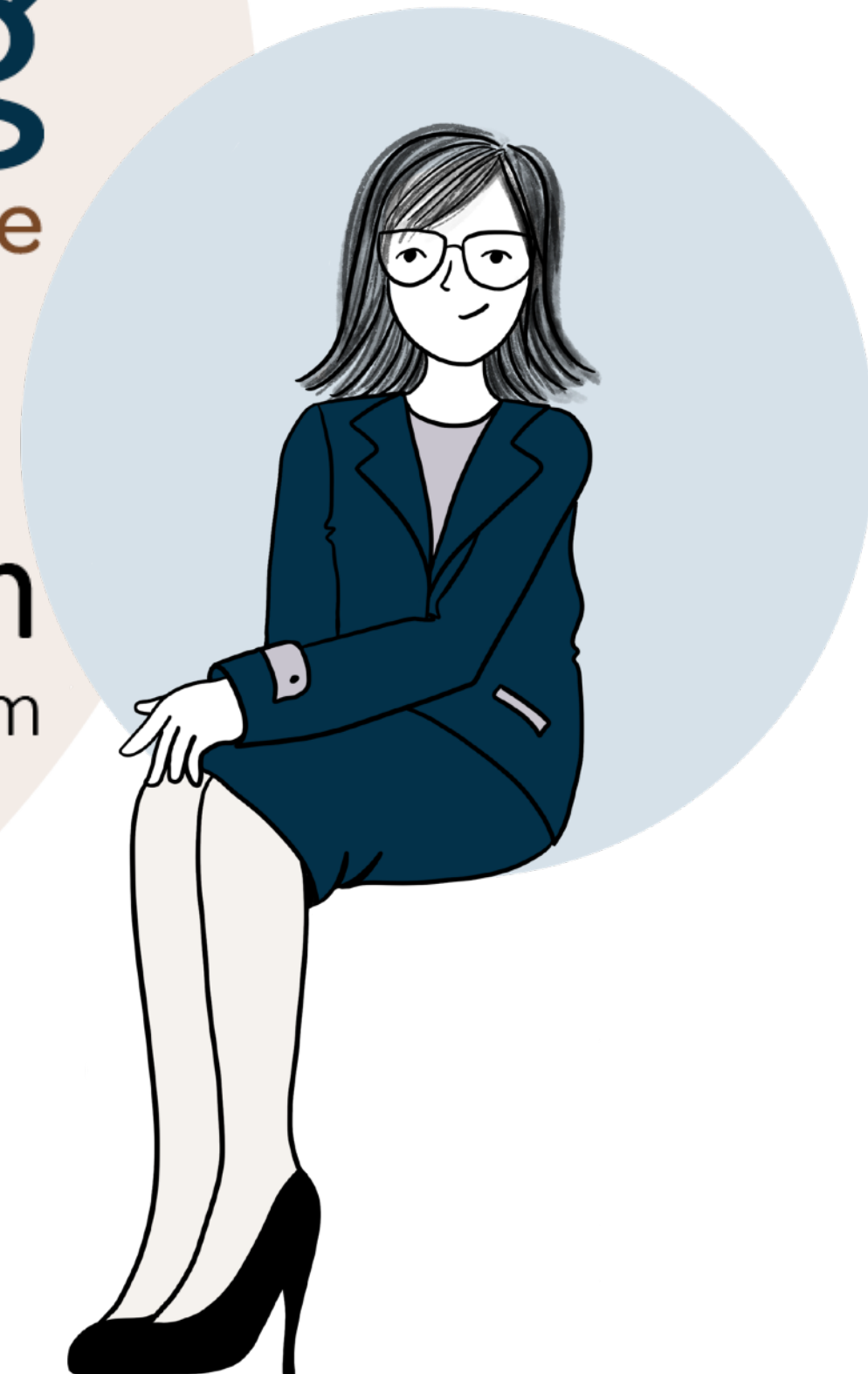
Session 3 – Motivating & Communicating with Confidence

# Chisholm Coaching

When work requires a performance

Lisa Chisholm

hello@chisholmcoaching.com



Handout for Boston Scientific Participants 13 March 2026



# Agenda

Fran Hauser Section 1, 2, 3, Recap & Connections

Networking & speaking exercise

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*Present With Confidence* workshop

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Peer Practice and critique

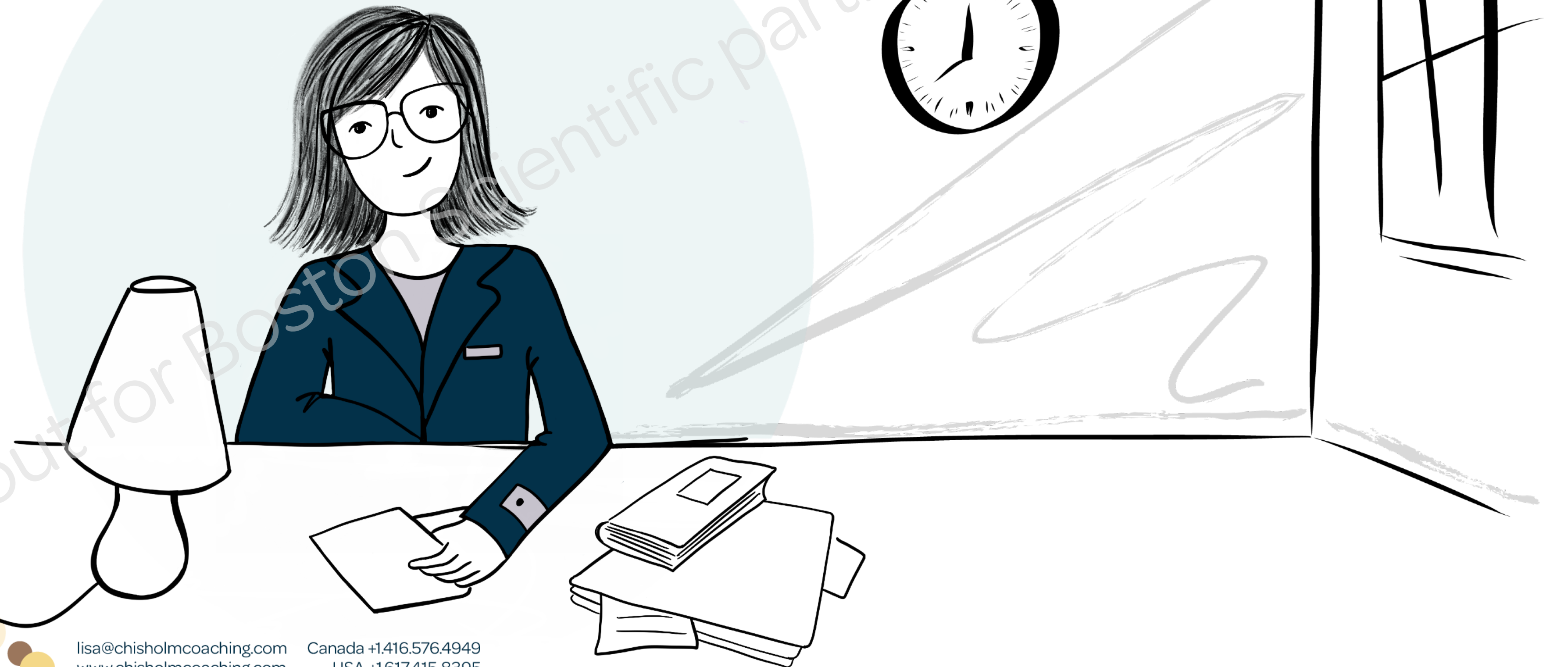
Q&A



# Motivation

## Logos-Ethos-Pathos

### Confidence





# Section 1.

## Fall in Love With Your Career

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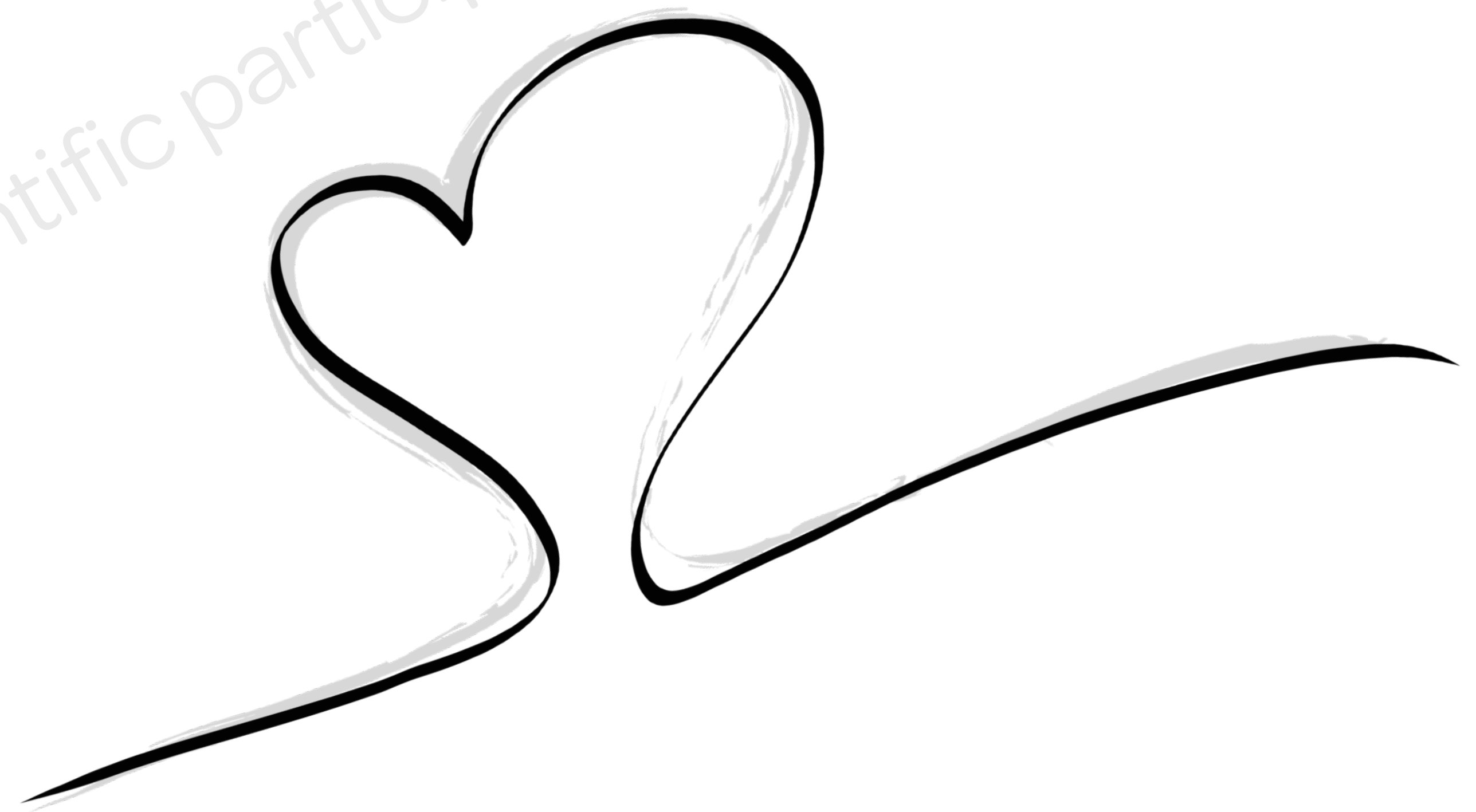
### Elements of Motivation



## Fran Hauser, p.11:

# What makes people love their career?

- Enjoy
- Be good at it
- Make an impact
- Feel valued



# Ryan & Deci

## Elements of Motivation

### (Self-Determination Theory)

- Autonomy
- Competence
- Relatedness

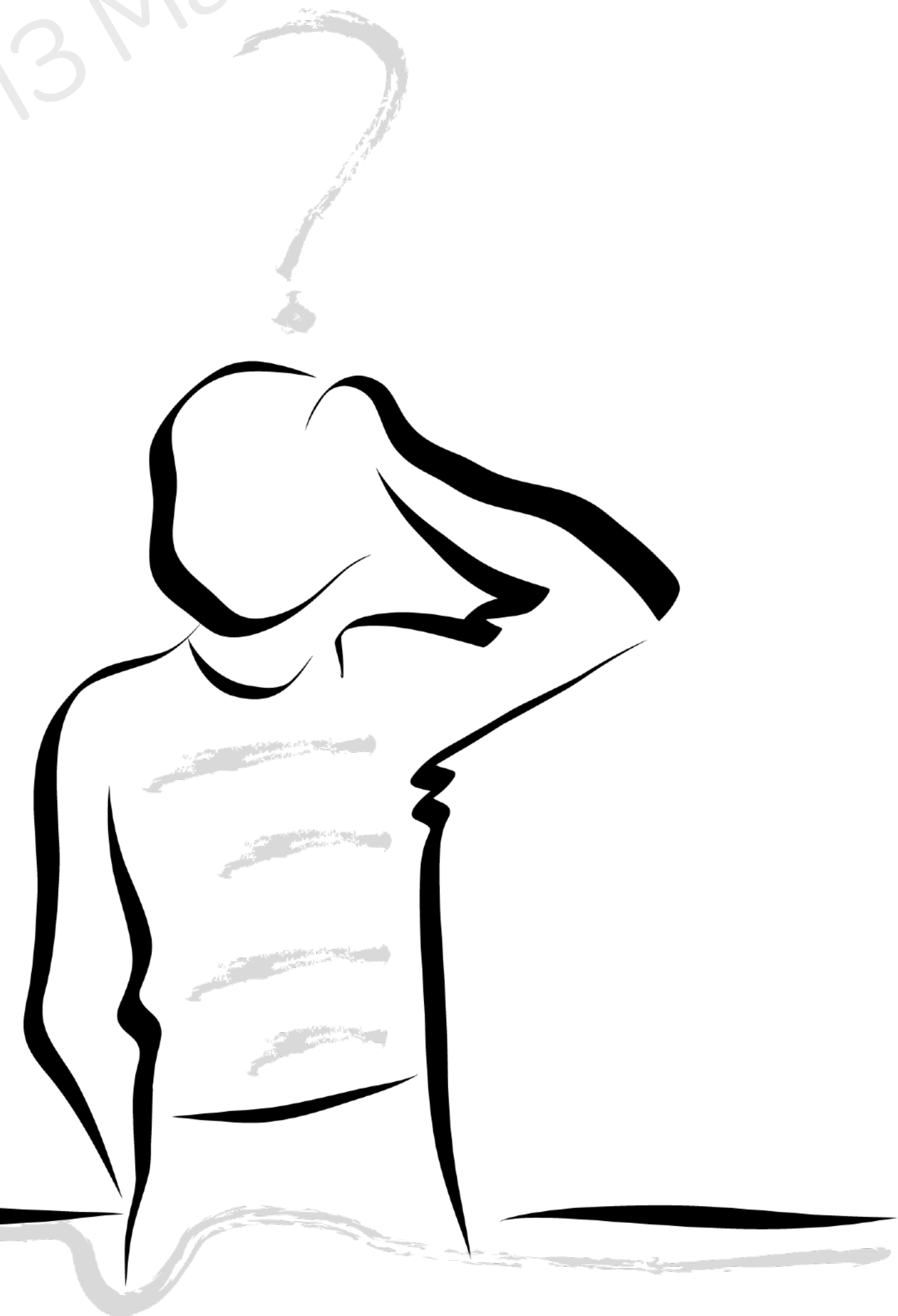


# Elements of Motivation

## Autonomy

Do I have any choice in the matter?

*Task, timing, content, style...*



# Elements of Motivation

## Competence

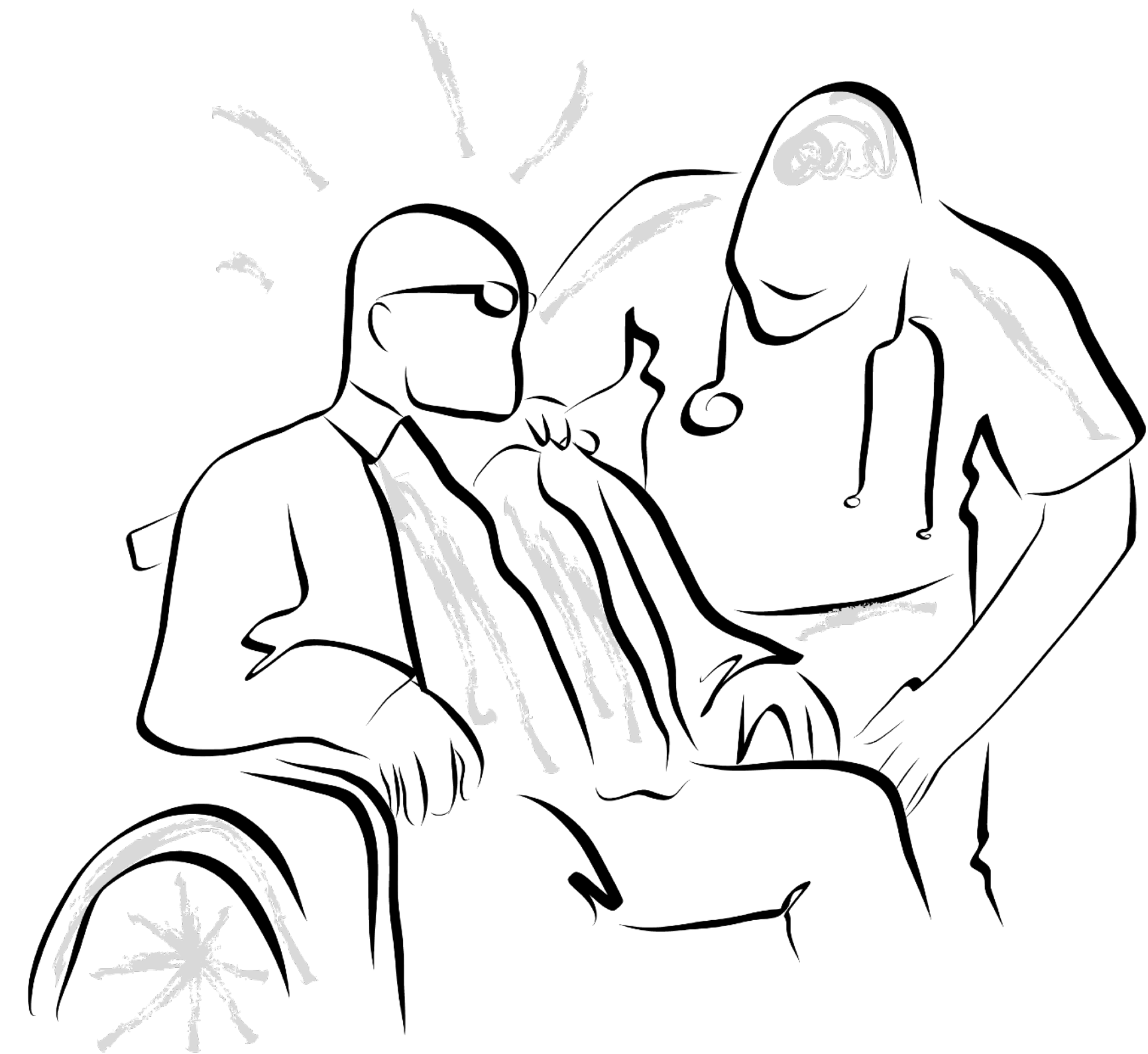
Am I capable? Can I do this thing?  
*General (self) or specific (task).*



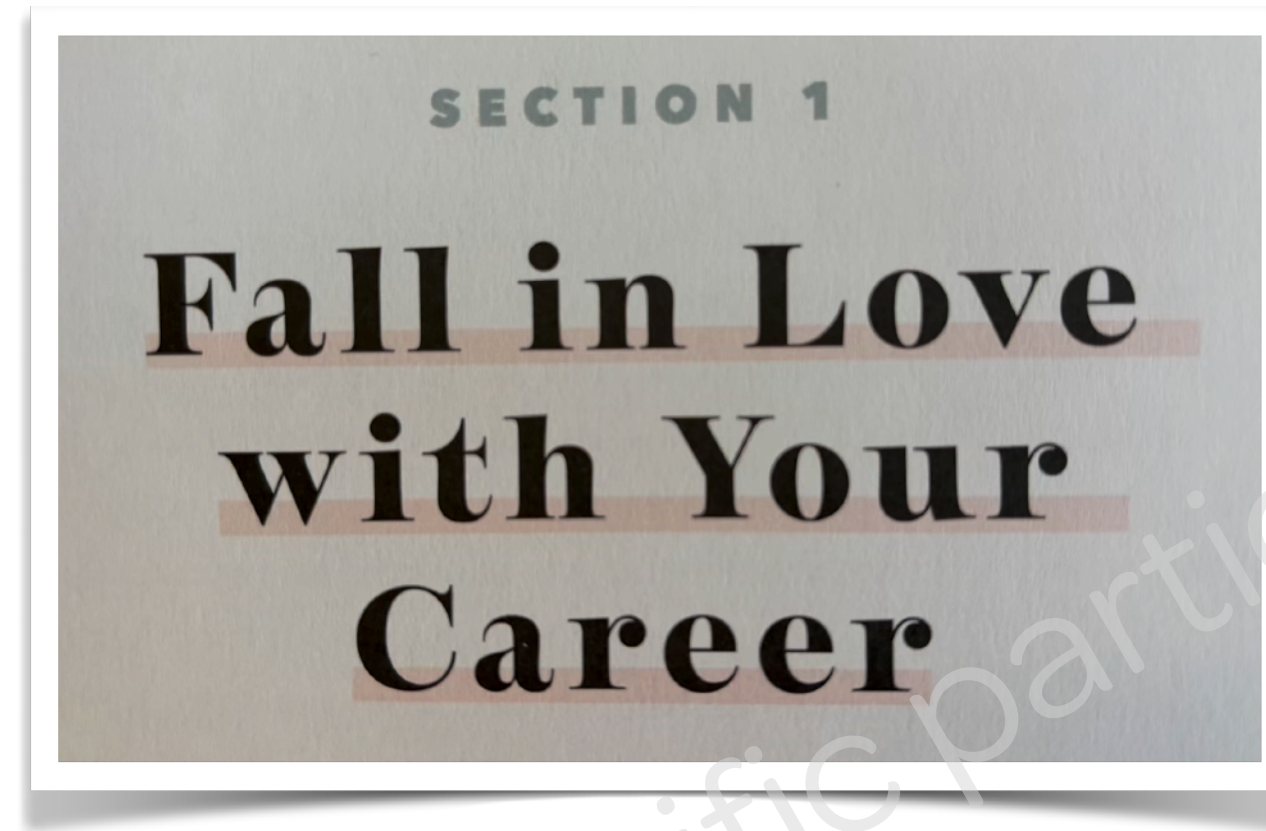
# Elements of Motivation

## Relatedness

Do I feel connected to humans?  
*Colleagues, or end-user.*



# CONNECTIONS



What makes me happy about my work?

What gives me dread?



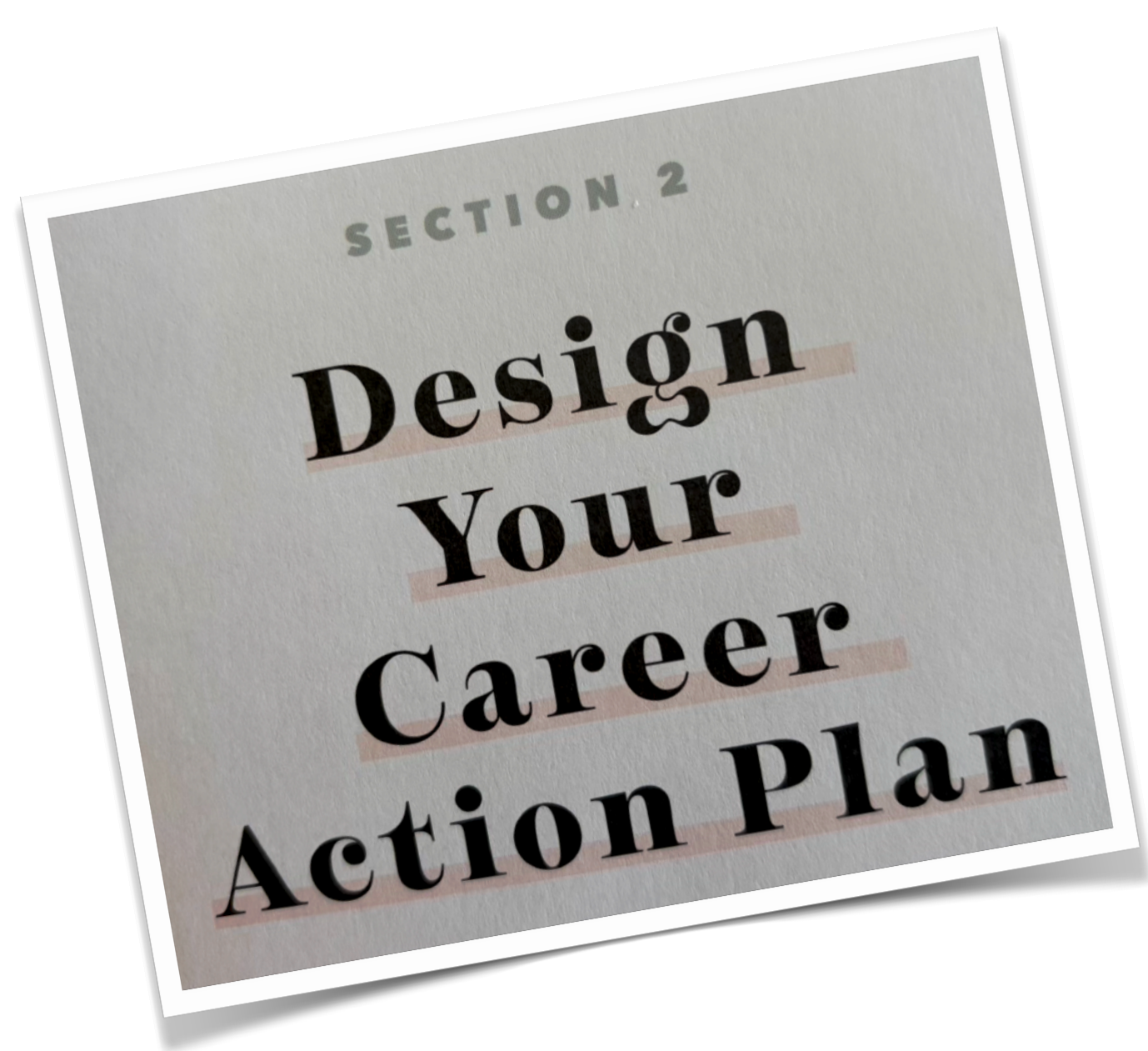


# CONNECTIONS



- Autonomy
  - Competence
  - Relatedness
- Enjoy
  - Be good at it
  - Make an impact
  - Feel valued





## Section 2.

# Design Your Career Action Plan

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## Logos Ethos Pathos



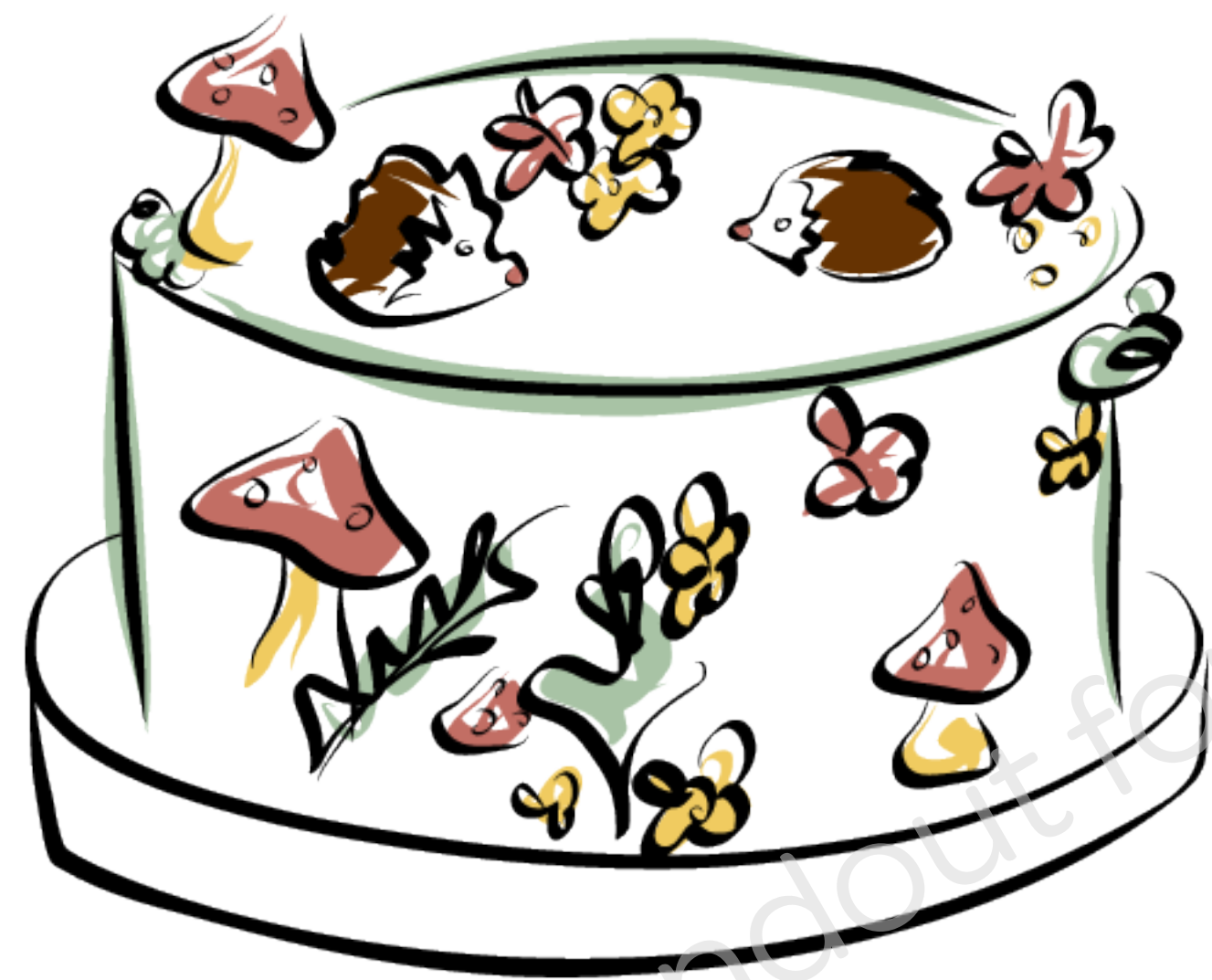
# Fran Hauser: Skills, Value

**Skills:** Investing in building certain skills

**Value Creation:** What are you actually doing for the organization, to bring them value, to bring value to YOU in their eyes.

**Branding:** How are people seeing you in the org?





# Logos

## Facts, Logic

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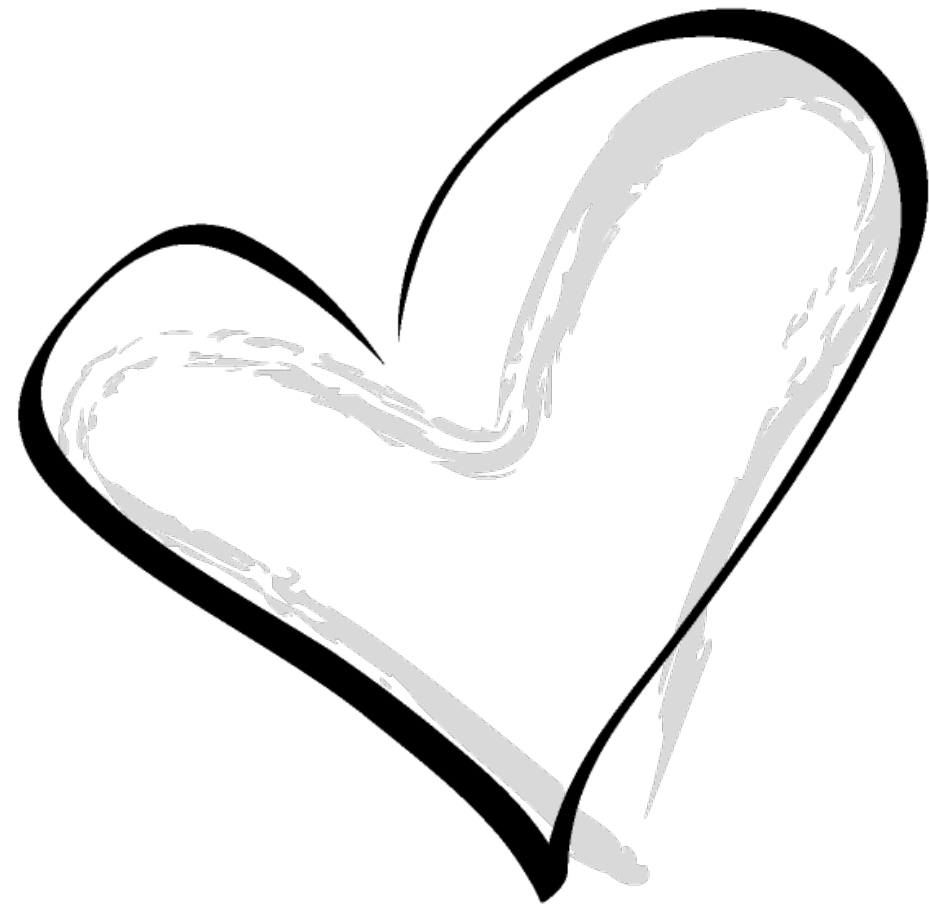


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# Ethos

## Character, Credibility





# Pathos

## Emotions, (Com)passion



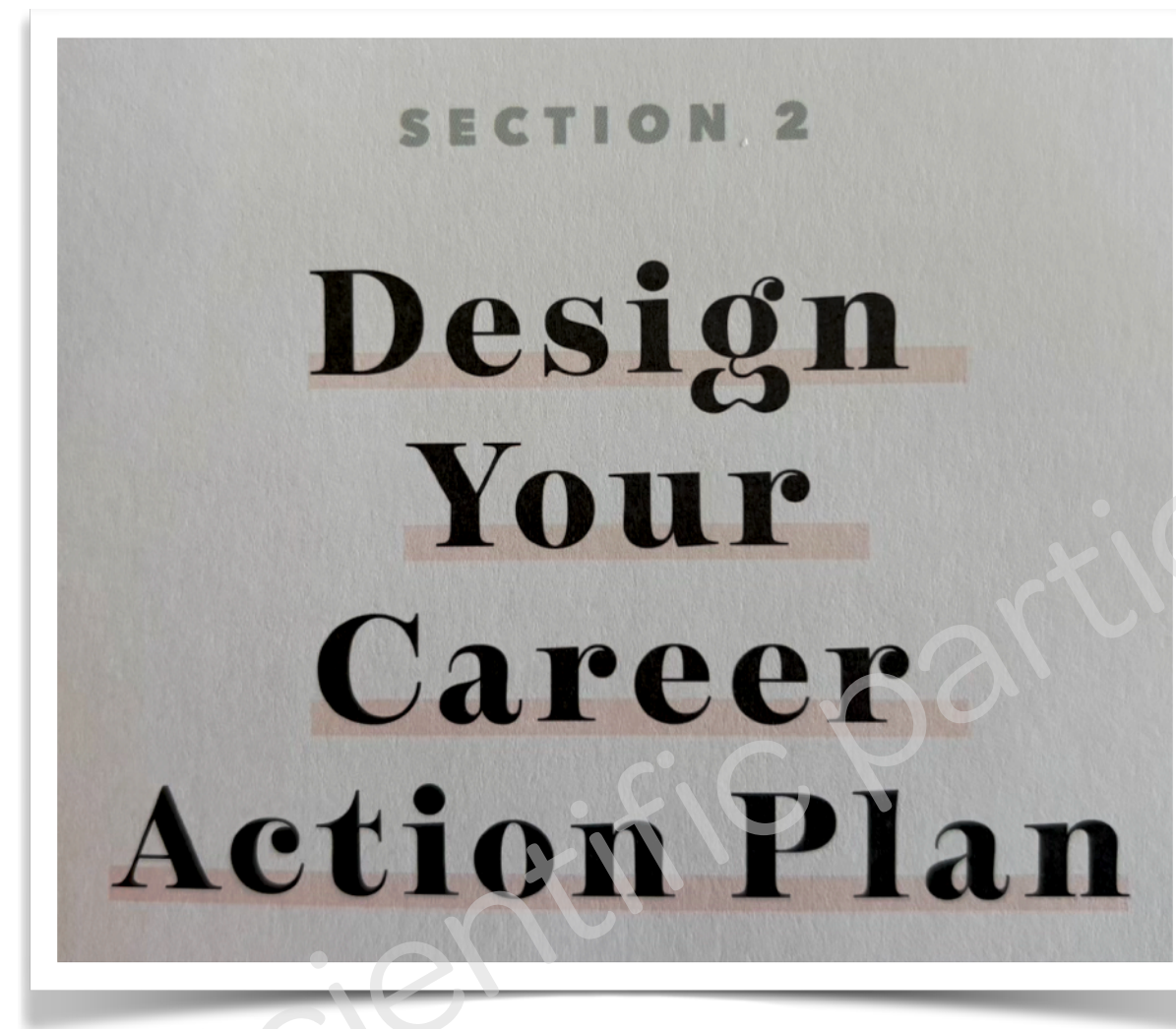
# Pathos

“...people will forget what you said,  
people will forget what you did,  
**but people will never forget  
how you made them feel.”**

Maya Angelou

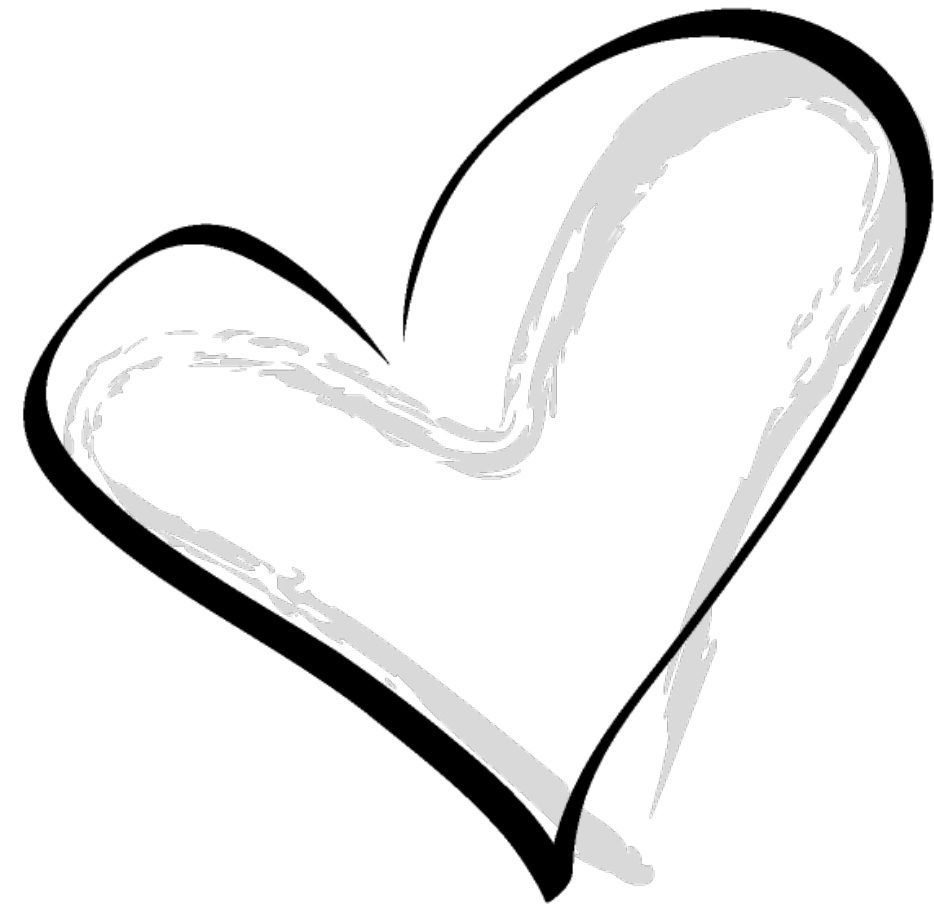


# CONNECTIONS

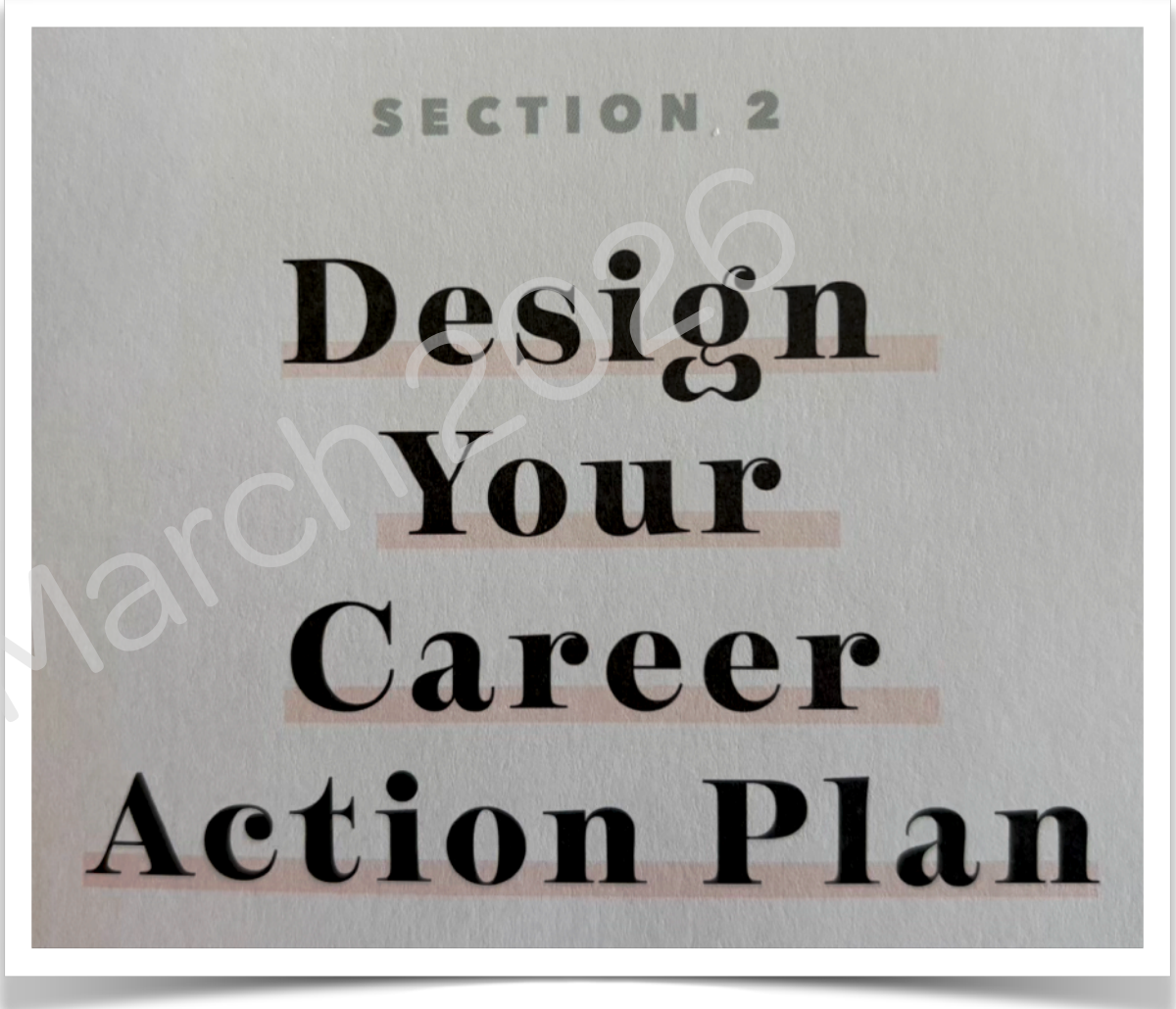


What things can I do in my workplace to foster others' confidence in me?





# CONNECTIONS



- Logos
  - Skills-building
- Ethos
  - Show that you bring value to organization
- Pathos
  - Thinking of your branding/reputation
  - Connections, networking





# Section 3.

## Creating Time and Space

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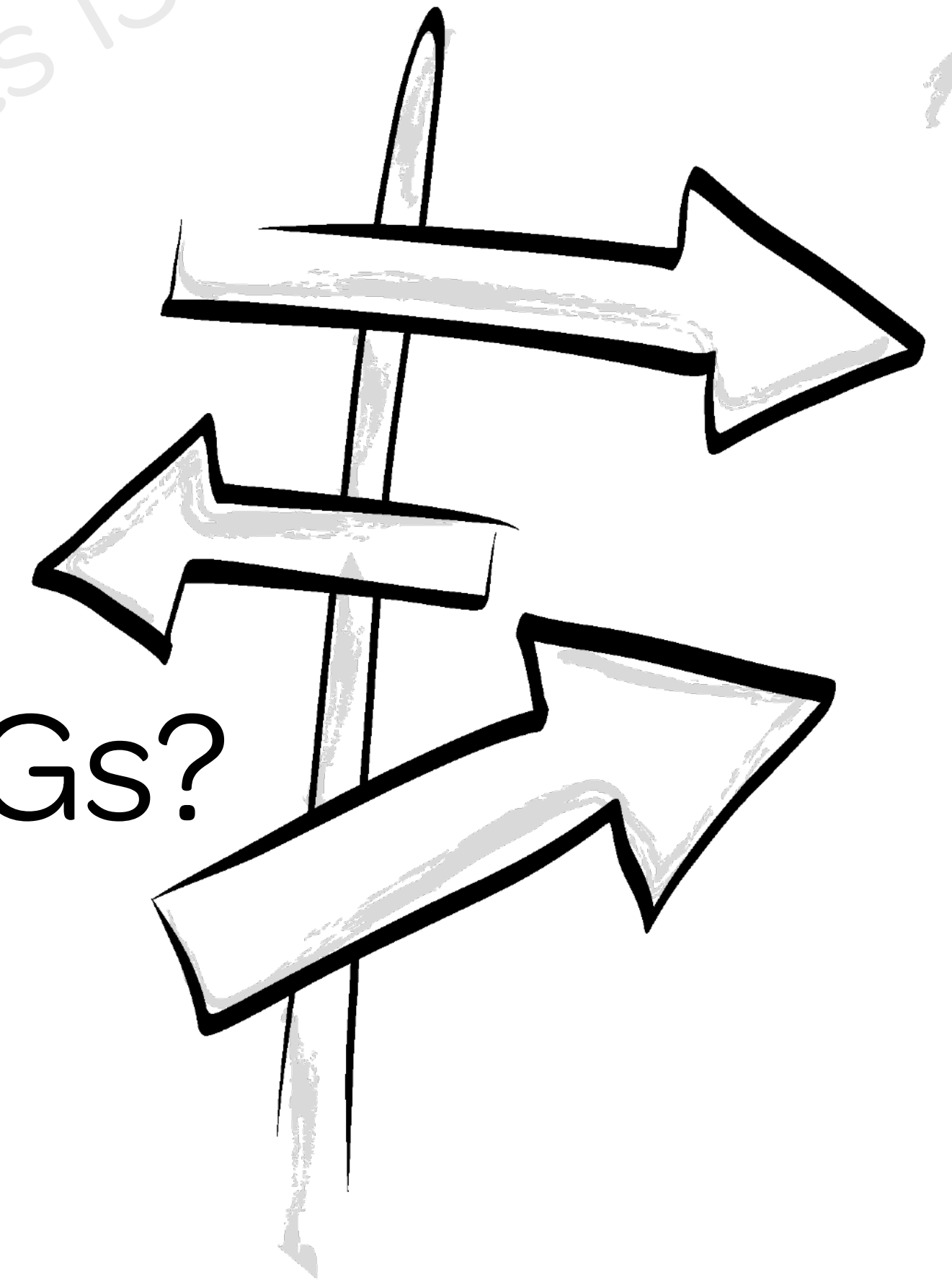
## M-M-M Motivation Model



# Fran Hauser: Really Big Goals

What are my RBGs?

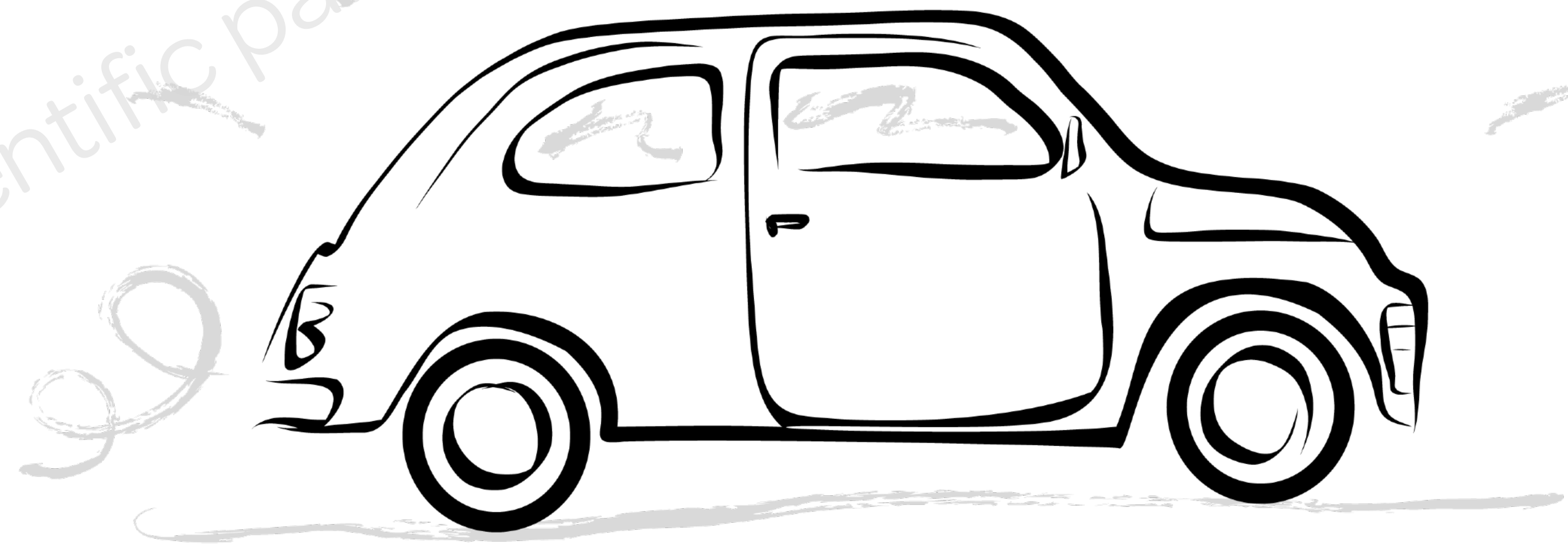
What is distracting me from my RBGs?



# Motivation

Latin: Mōvere. To move.

Literally, physically...

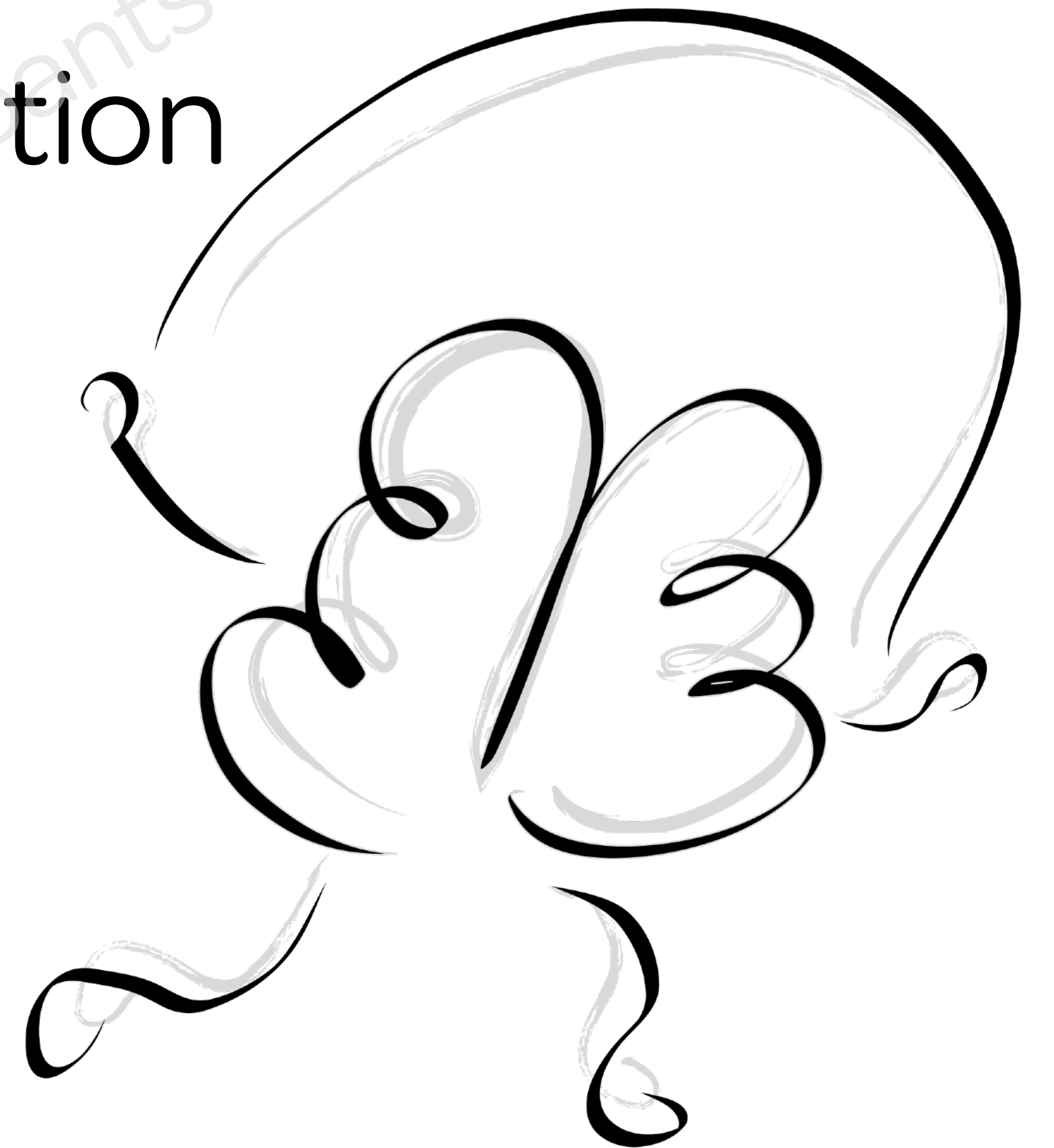


Auto-mobile  
Self-moving



# Motivation

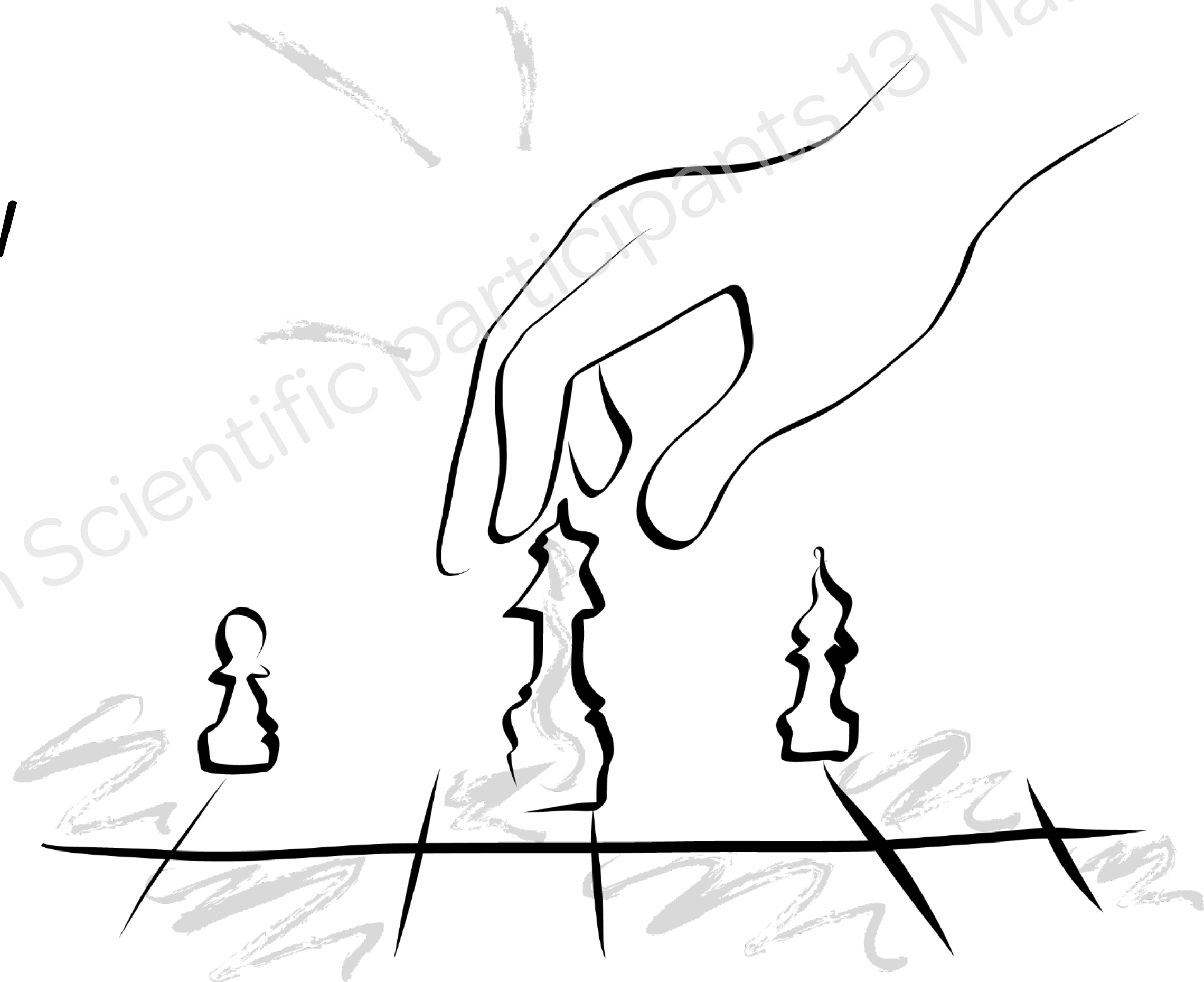
Or, move our thoughts into action



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# The Myth of Intrinsic Motivation

Intrinsic joy; flow



# The Myth of Intrinsic Motivation

Intrinsic joy; flow

Not realistic in all aspects of job

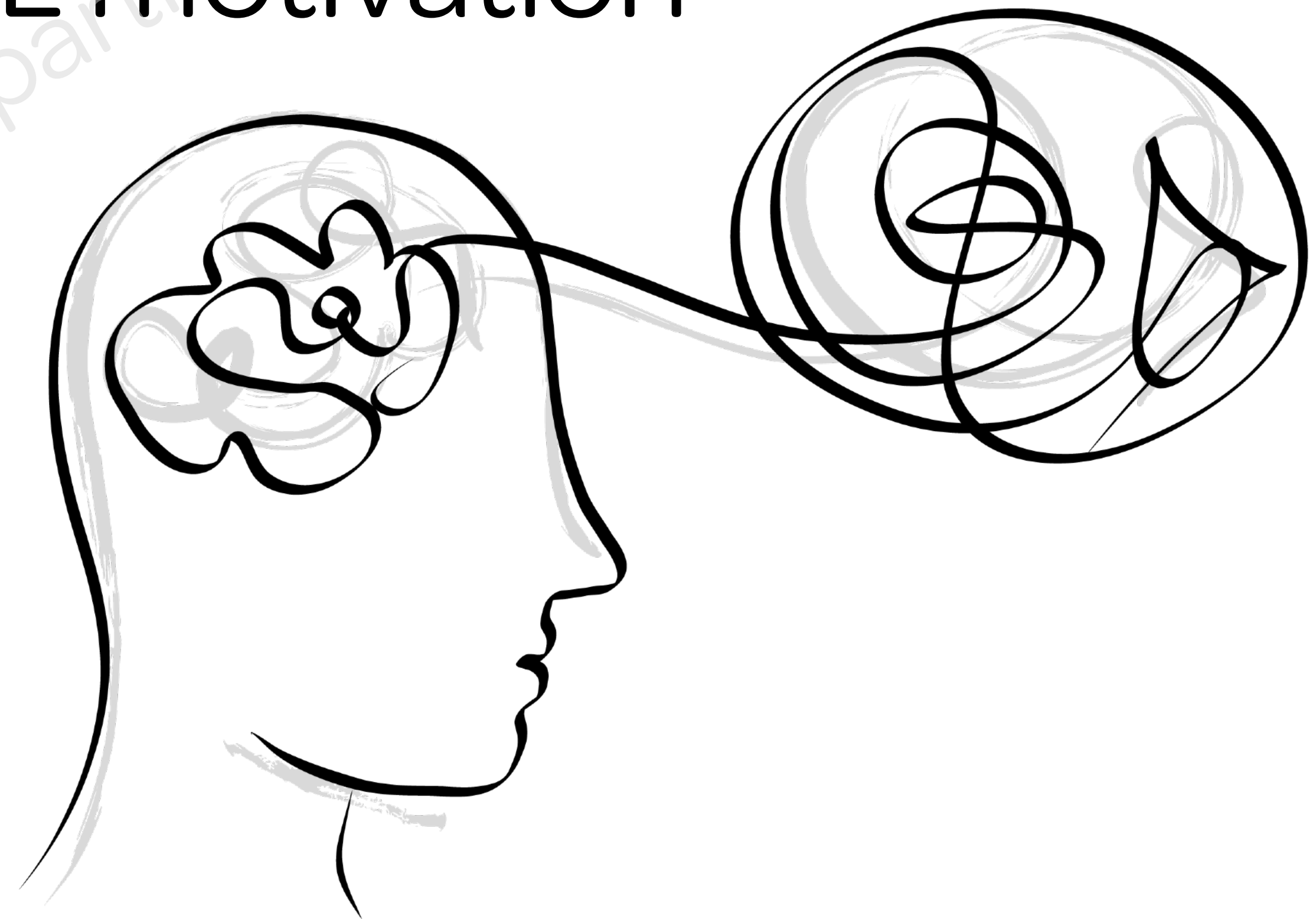


# The Myth of Intrinsic Motivation

What matters: INTERNAL motivation

Autonomy:

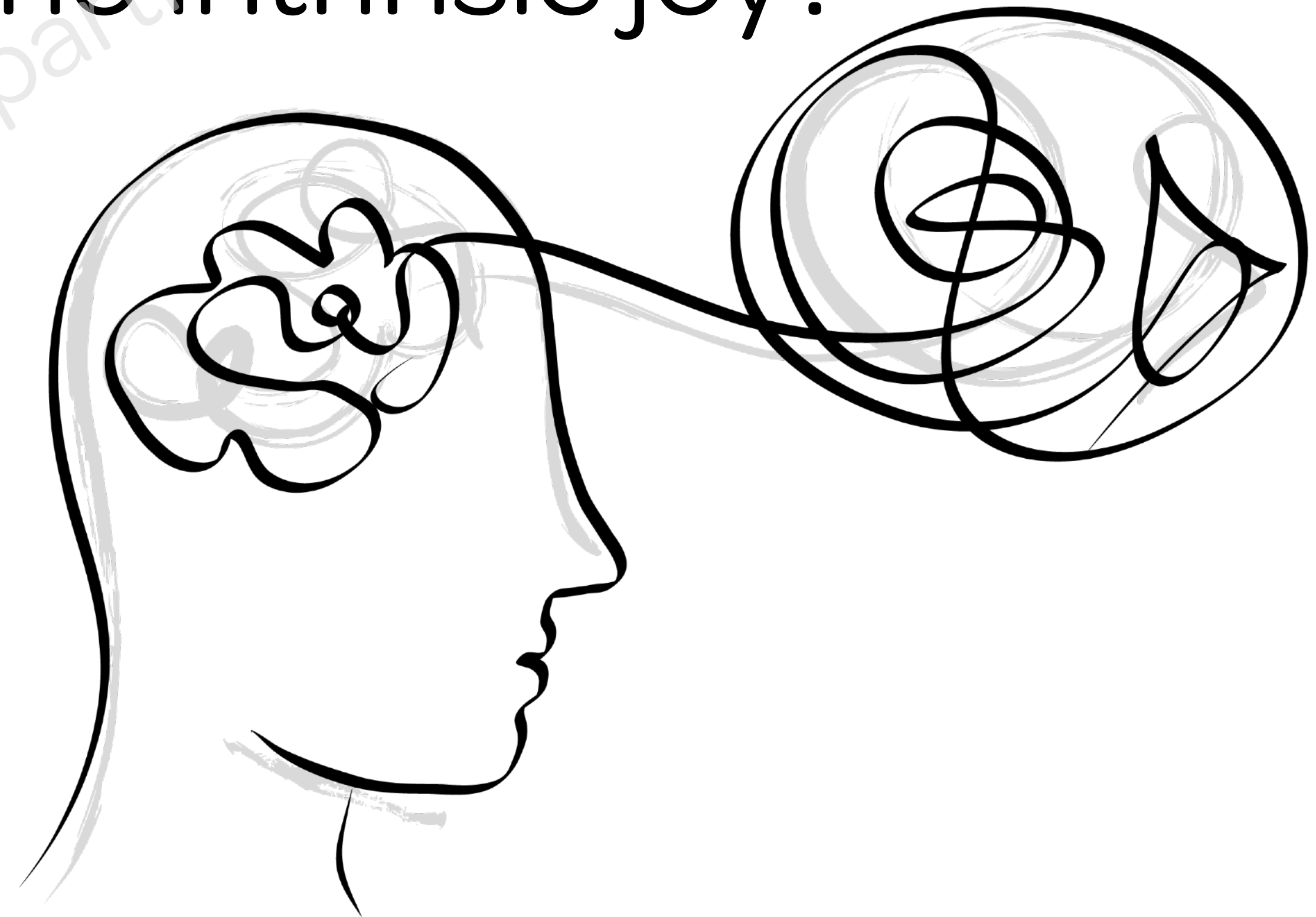
self, choice, internal



# The Myth of Intrinsic Motivation

Internal motivation with no intrinsic joy?

Yes, absolutely!



**Internal: Our choice**

**External: Outside factors**

*(Sometimes force)*



# External factors cause internal motivation

How?

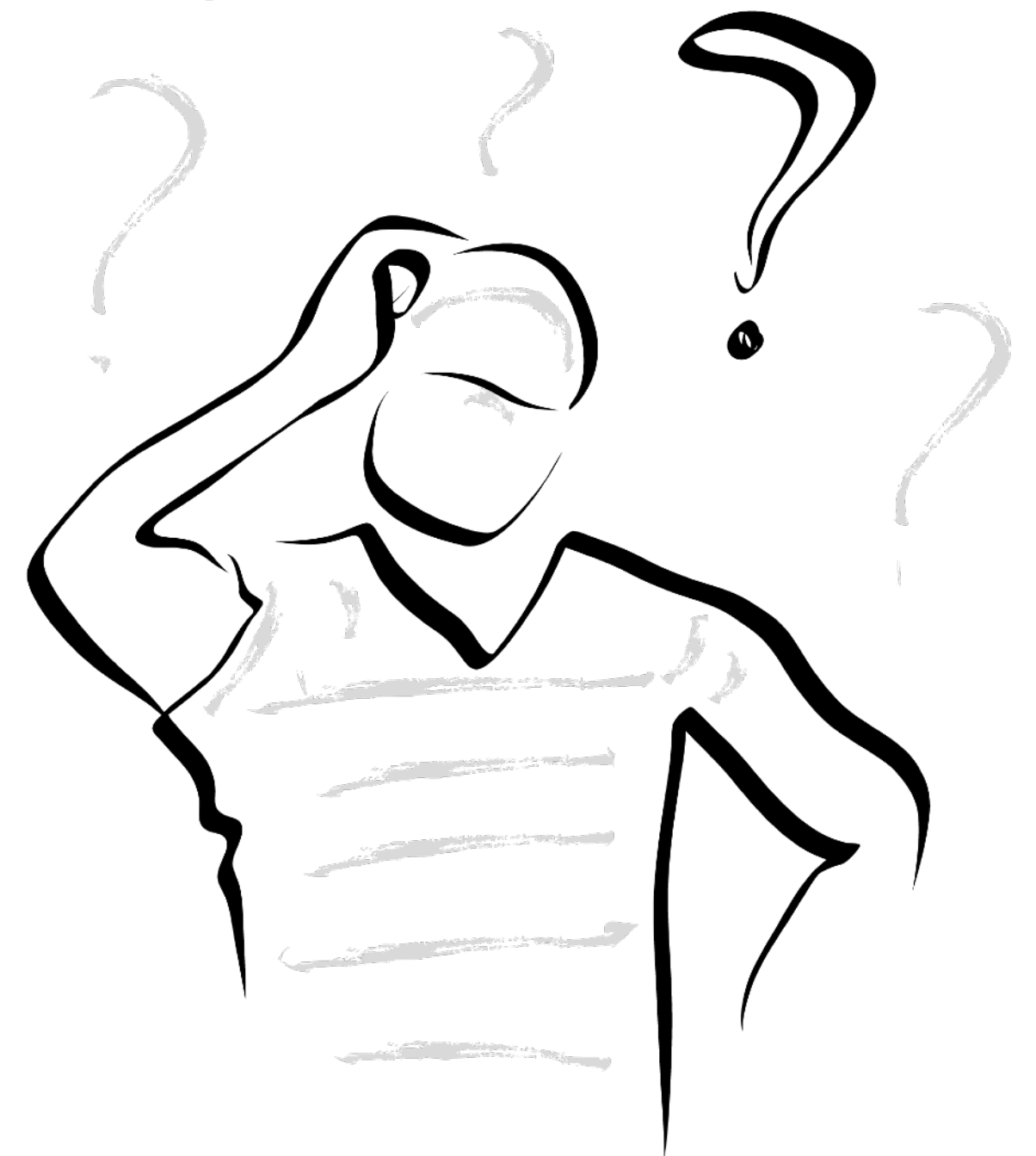
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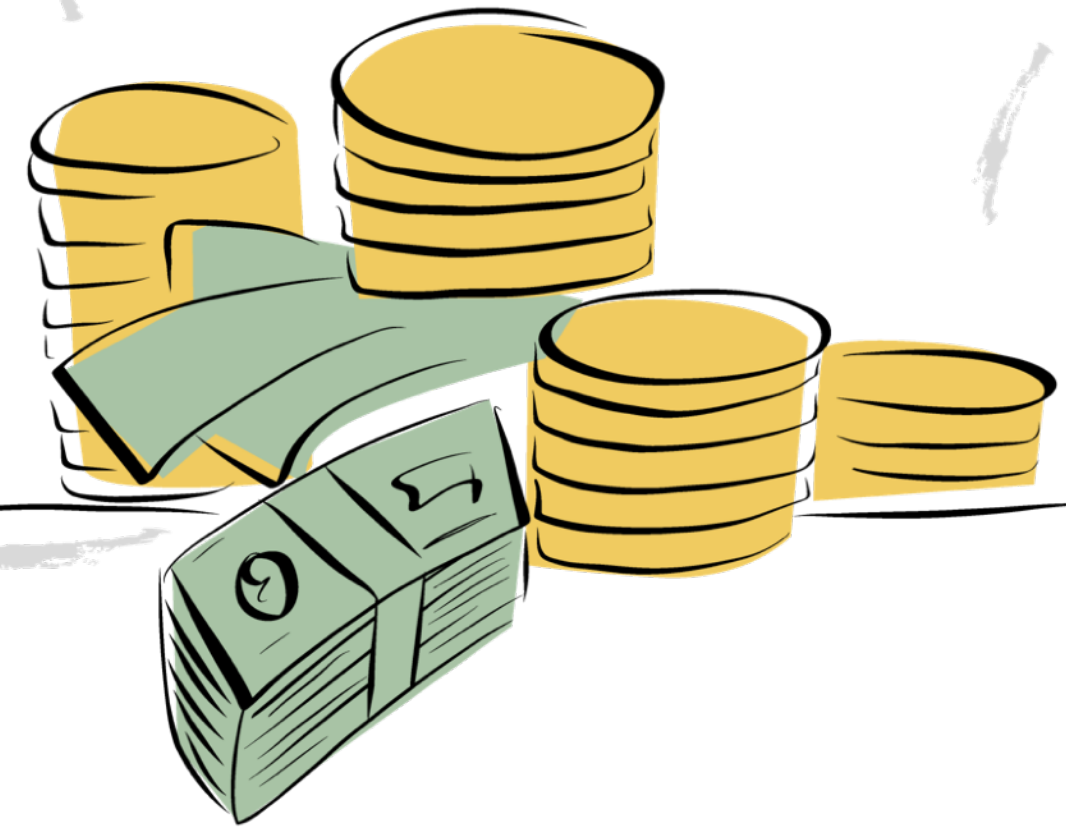
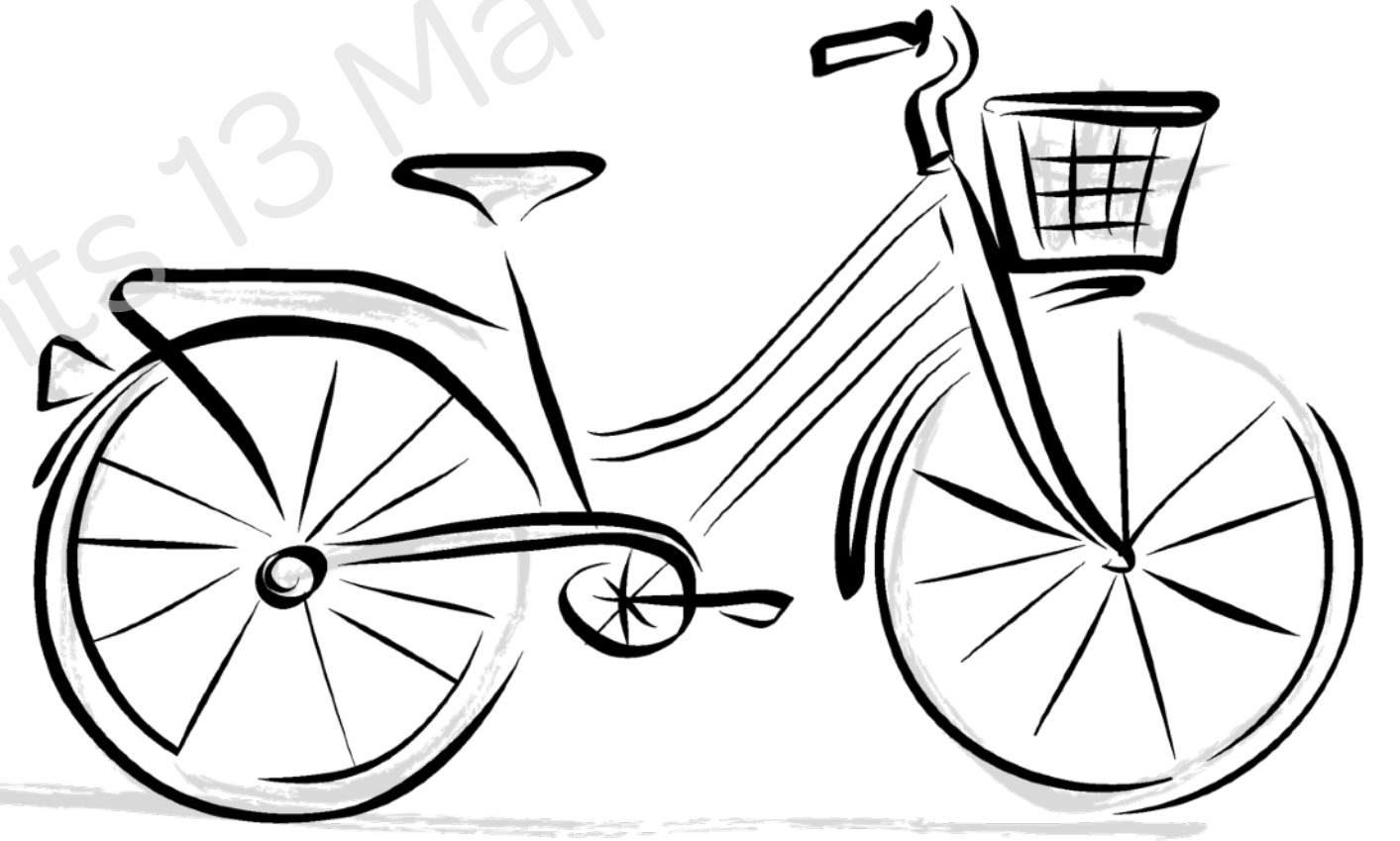
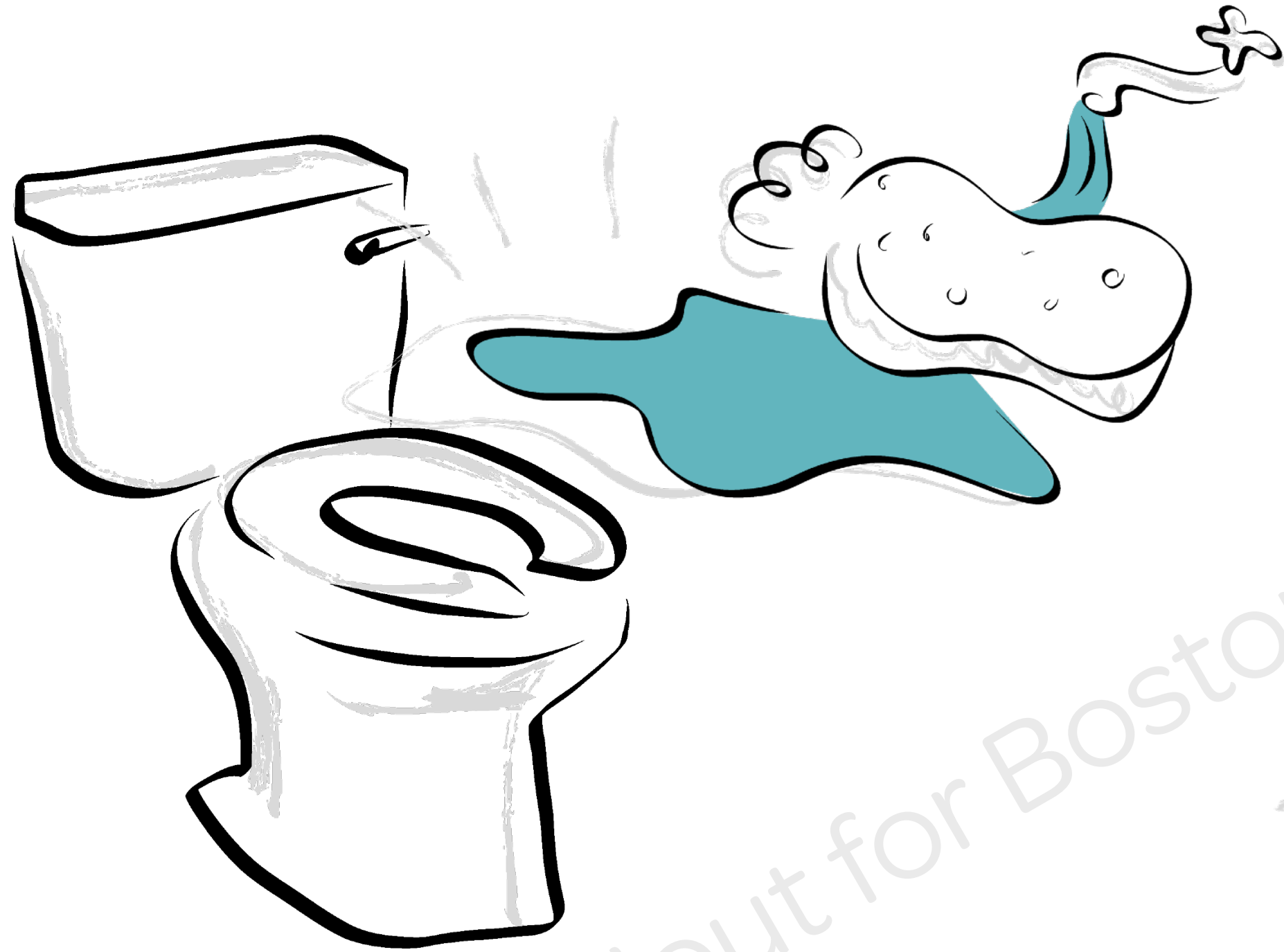
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**Internal: Our choice**

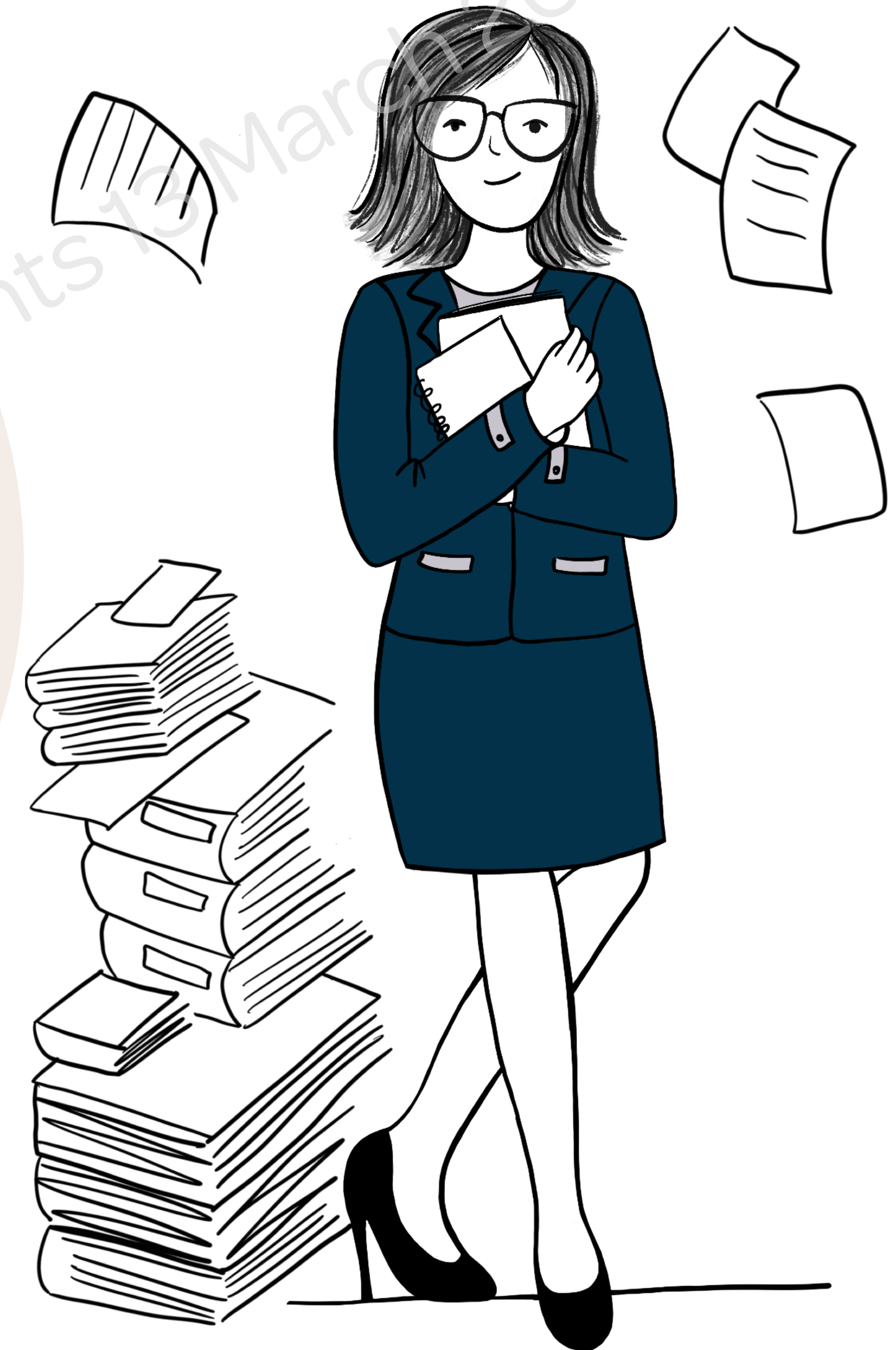
**External: Outside factors**



# External factors cause internal motivation



# M-M-M Motivation Model



# Micro

Nitty -gritty  
daily tasks

Not always  
intrinsically  
motivating

# Mezzo

Mileposts

Stepping Stones

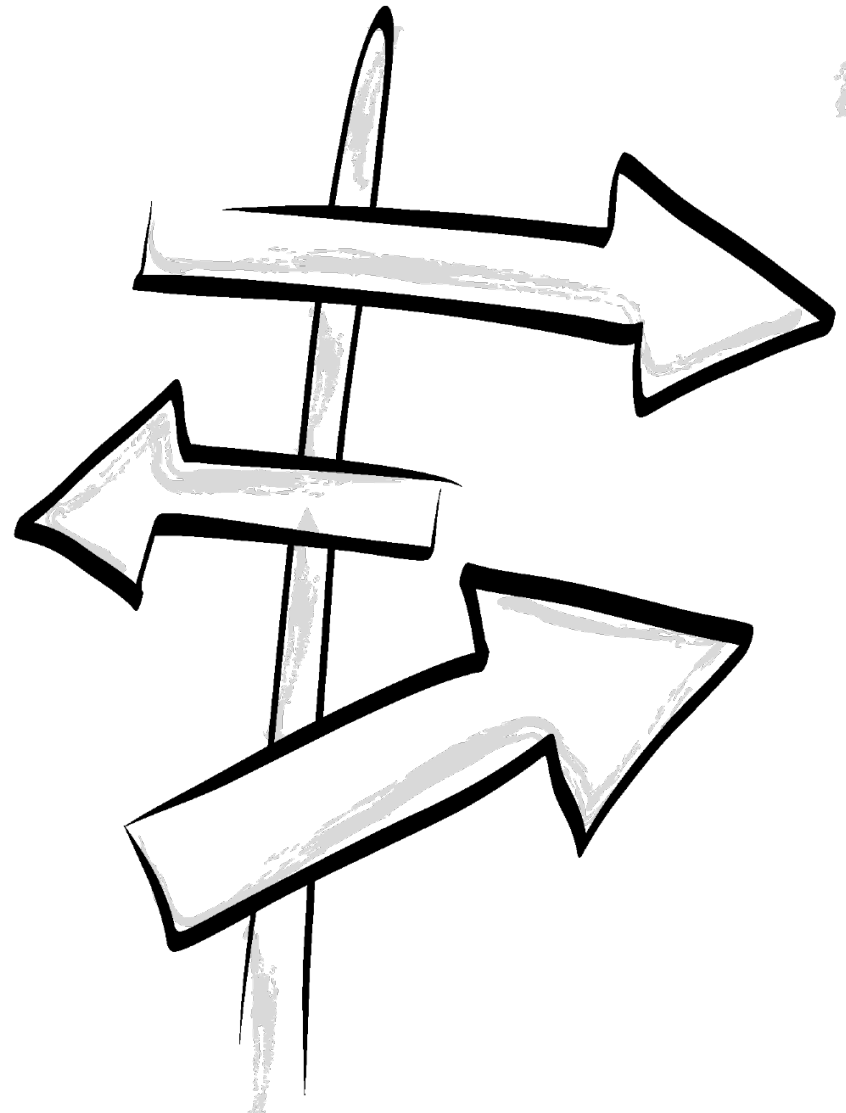
# Macro

The Big Goal

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# CONNECTIONS



- Macro ————— ● Your RGBs
- Mezzo ————— ● Does this serve my goal?
- Micro ————— ● Say yes to things that do; no to things that don't.



# Confidence & Esteem



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**F/F/F**

**Fight/Flight/Freeze**



**Kill it  
before it  
kills me!**



**Run away!**



**Uh-oh...  
maybe  
it won't  
notice me...**



# Why do we get nervous?

We fear:

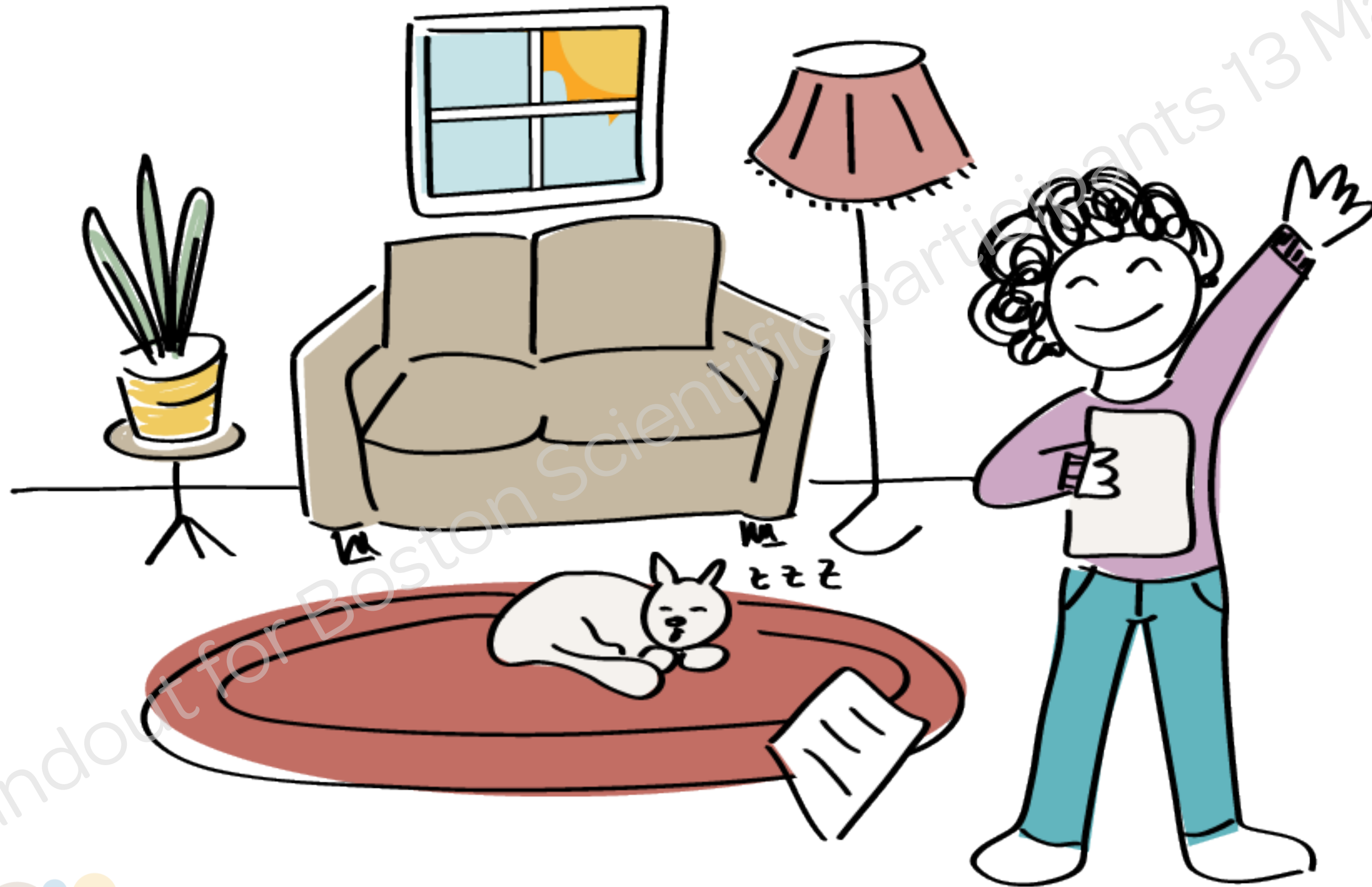
Feeling **judged**

Losing **tangible outcome**



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# Living-room Greatness



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# Remember:



Nerves

Confidence



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# Confident, engaging voices:

- Low
- Smooth
- Calm speed
- Warm tone
- Varied inflection, within controlled pitch and dynamic range

All affected by  
physiology of  
Fight/Flight!



# What happens to our voice when we get nervous?

**Physiological** over-activation results in:

- Rushing (temporal skew)
- High pitch (tension)



# What happens to our voice when we get nervous?

**Psychological** anxiety results in:

Sounding un-natural, strained, forced, icy,  
aggressive, doubtful, weak, stilted...



# What goes wrong in your body when you are nervous:

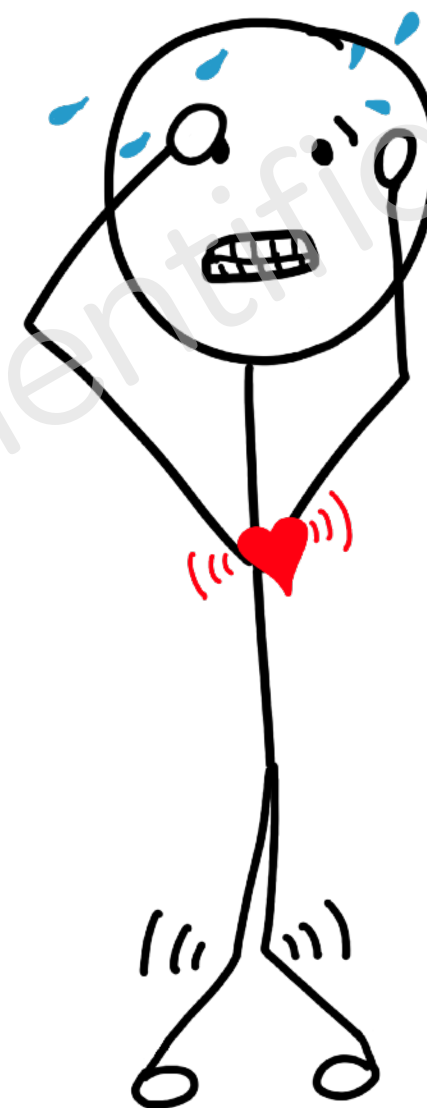
Heart racing  
Heart pounding

Palms sweaty  
Forehead dripping

Shaky legs  
Tight muscles  
Tight voice

Chest and breathing tight  
Hyperventilating  
Feeling faint/foggy/blanking out

Tingling on back of hands, neck



Dry mouth  
Loss of appetite  
Difficulty swallowing

Nausea  
Diarrhea

Frequent urination

Ears ringing

Cold hands  
Blushing

Lights seem extra bright

Rushing/time stands still

# Confidence

Latin: Confidere; trust

our belief—our **TRUST**—in  
our ability to perform a task.



# Can we influence our own confidence?

## Trait



## State



# Confidence Umbrella

**Logos**

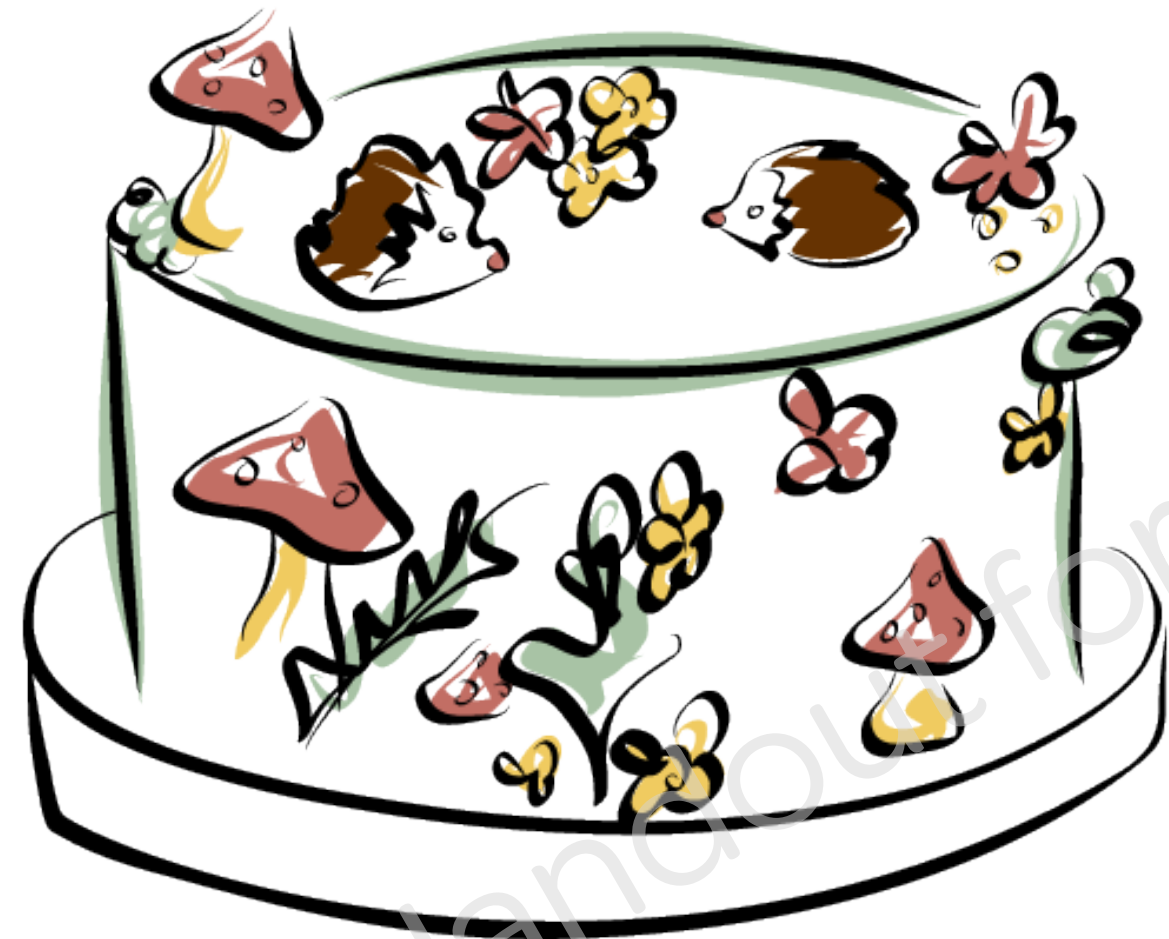
**Ethos**

**Pathos**



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# Logos



# Ethos



# Pathos



# The Self-Confidence Umbrella

Self- Logos

Self- Ethos

Self- Pathos



**Self-Logos  
(Facts, Logic)**

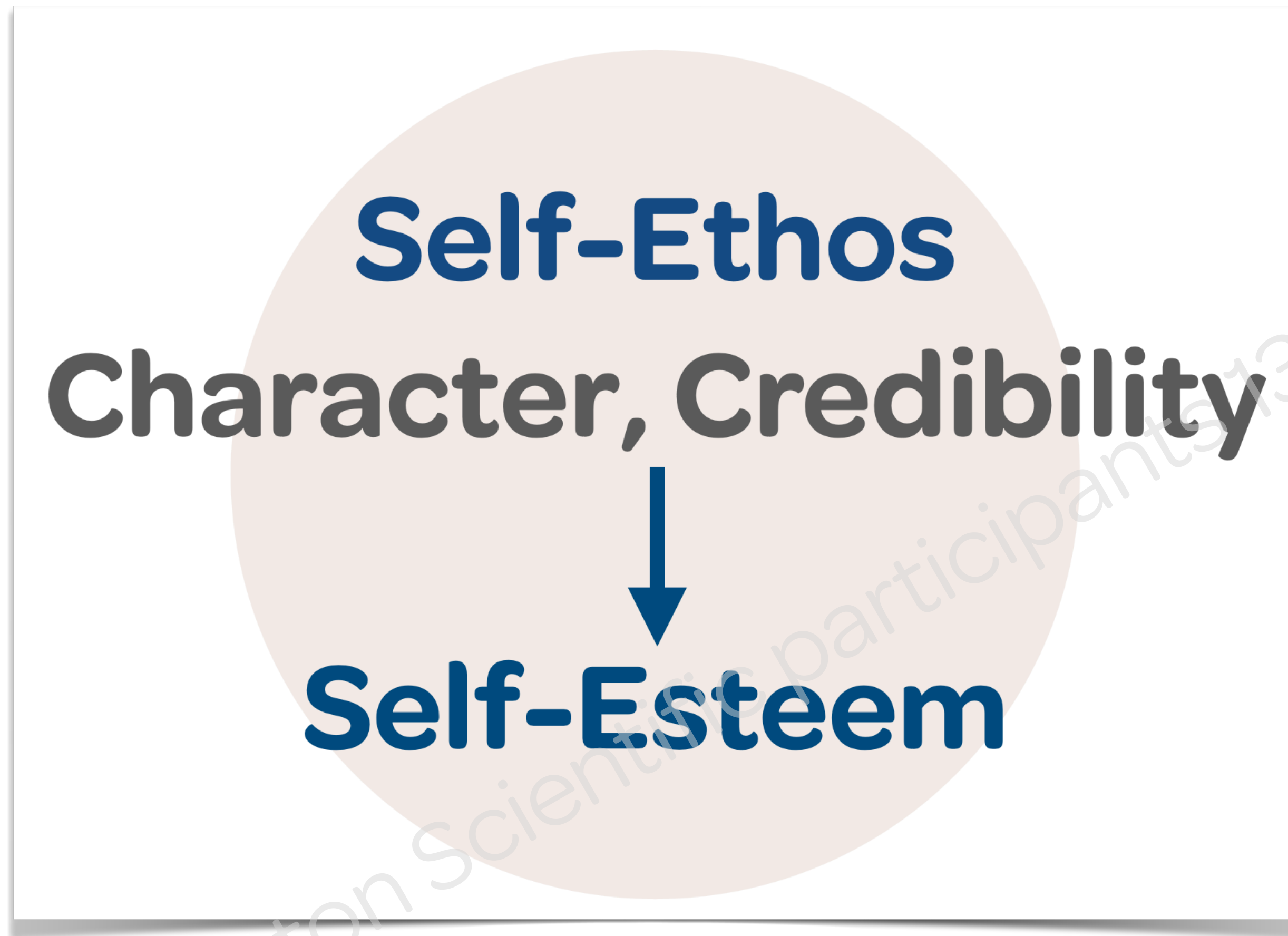


**Self-Efficacy**

Self-efficacy:

“Are you any good at this thing?”



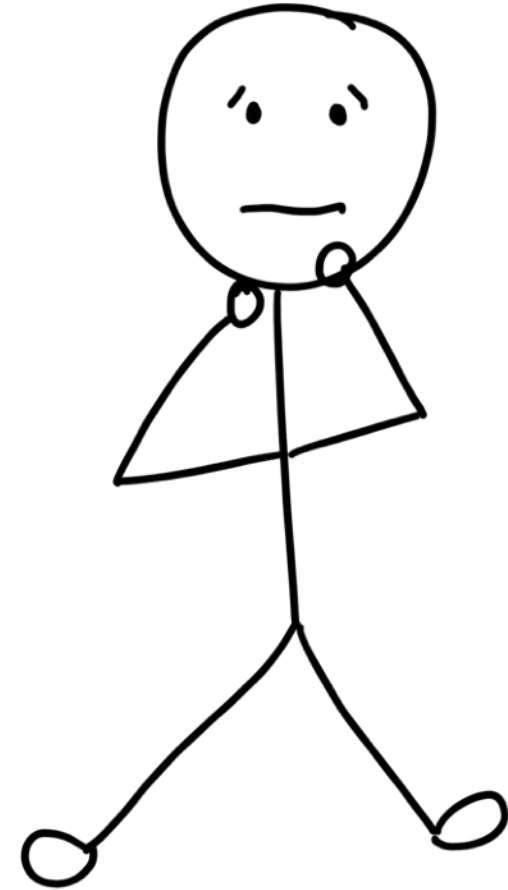


Self-Esteem:

“Is what I have to say worthwhile?

Why should anyone listen to me?”

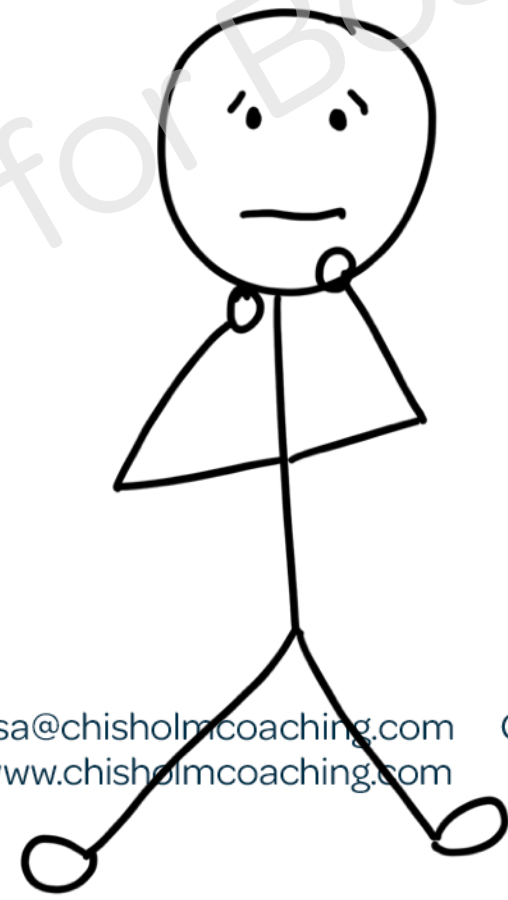
High Self-Efficacy  
Low Self-Esteem



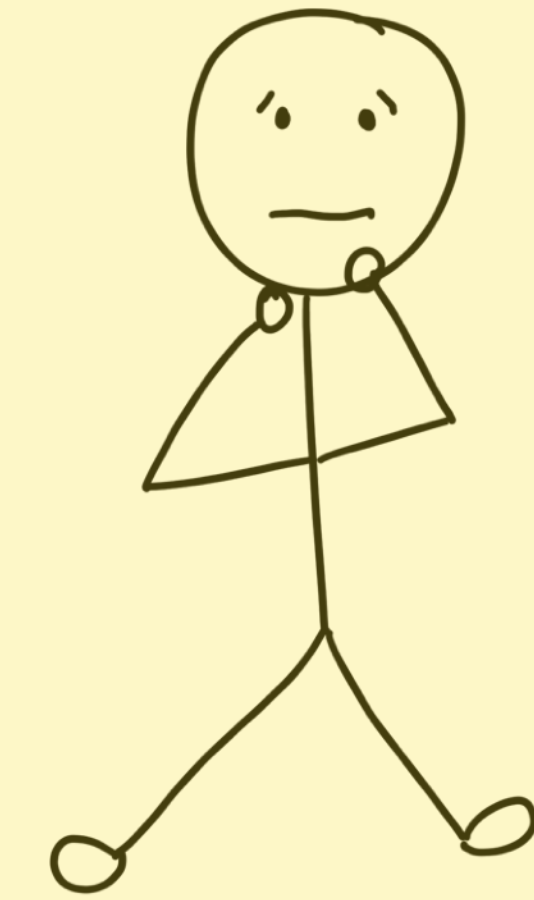
High Self-Efficacy  
High Self-Esteem



Low Self-Efficacy  
Low Self-Esteem



Low Self-Efficacy  
High Self-Esteem



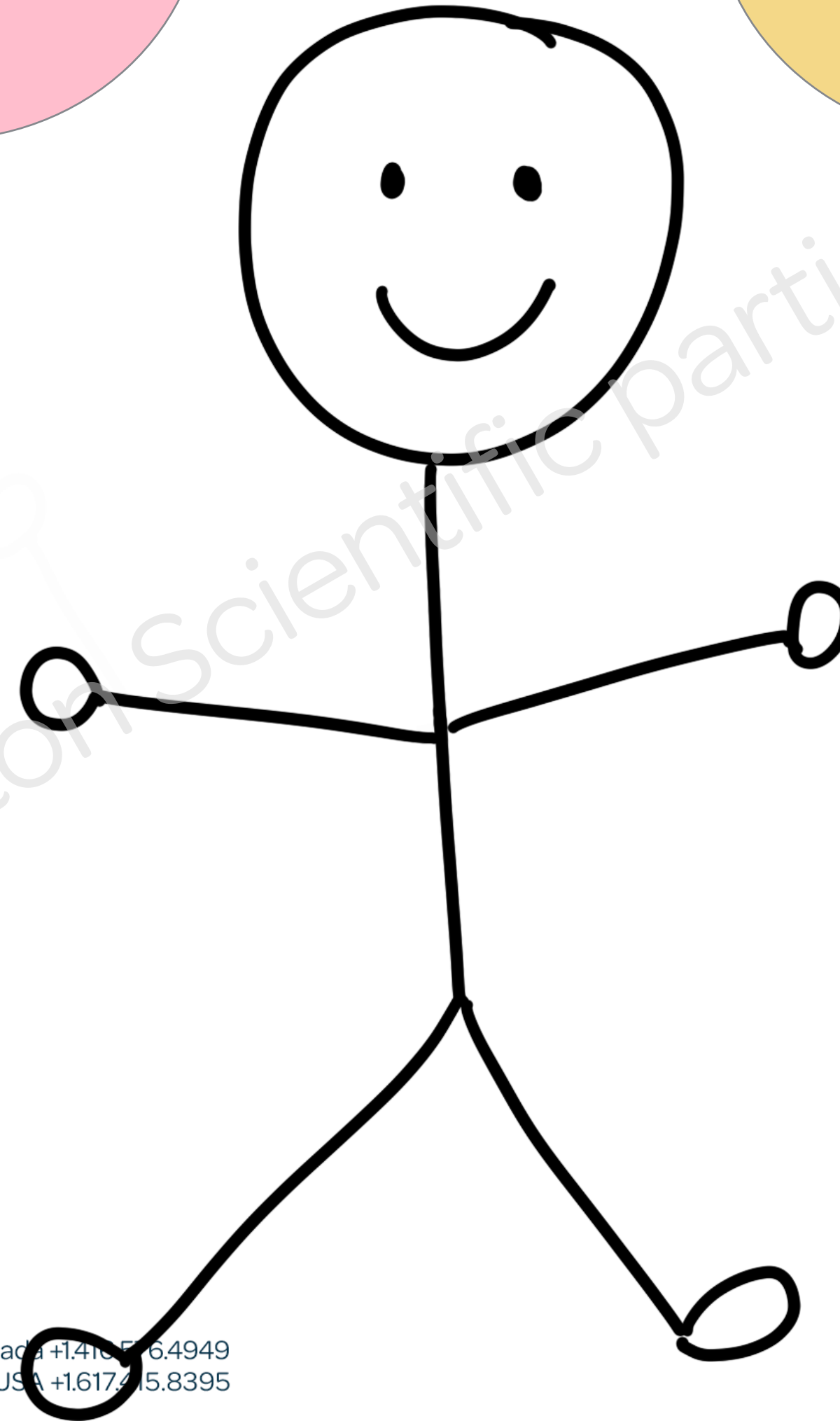
# Ideal Self

I should be a great speaker!

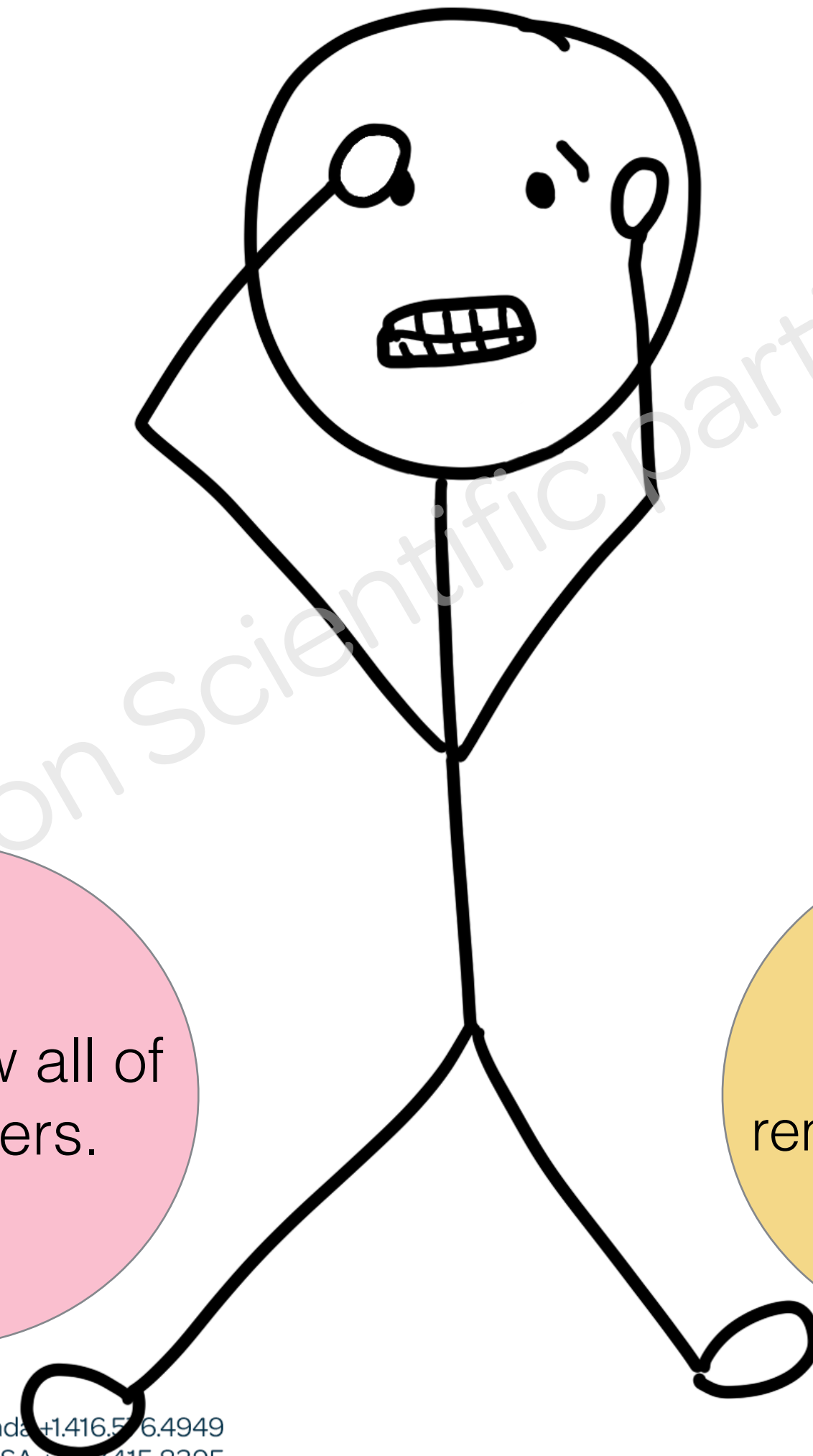
I should have all of the answers!

Also I should be a great cook and remember everyone's birthday!

I should never have any mistakes in my work!



# Actual Self



I am so-so at public speaking.

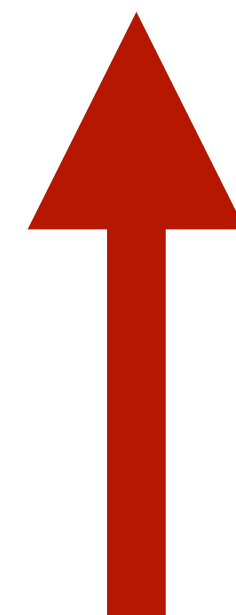
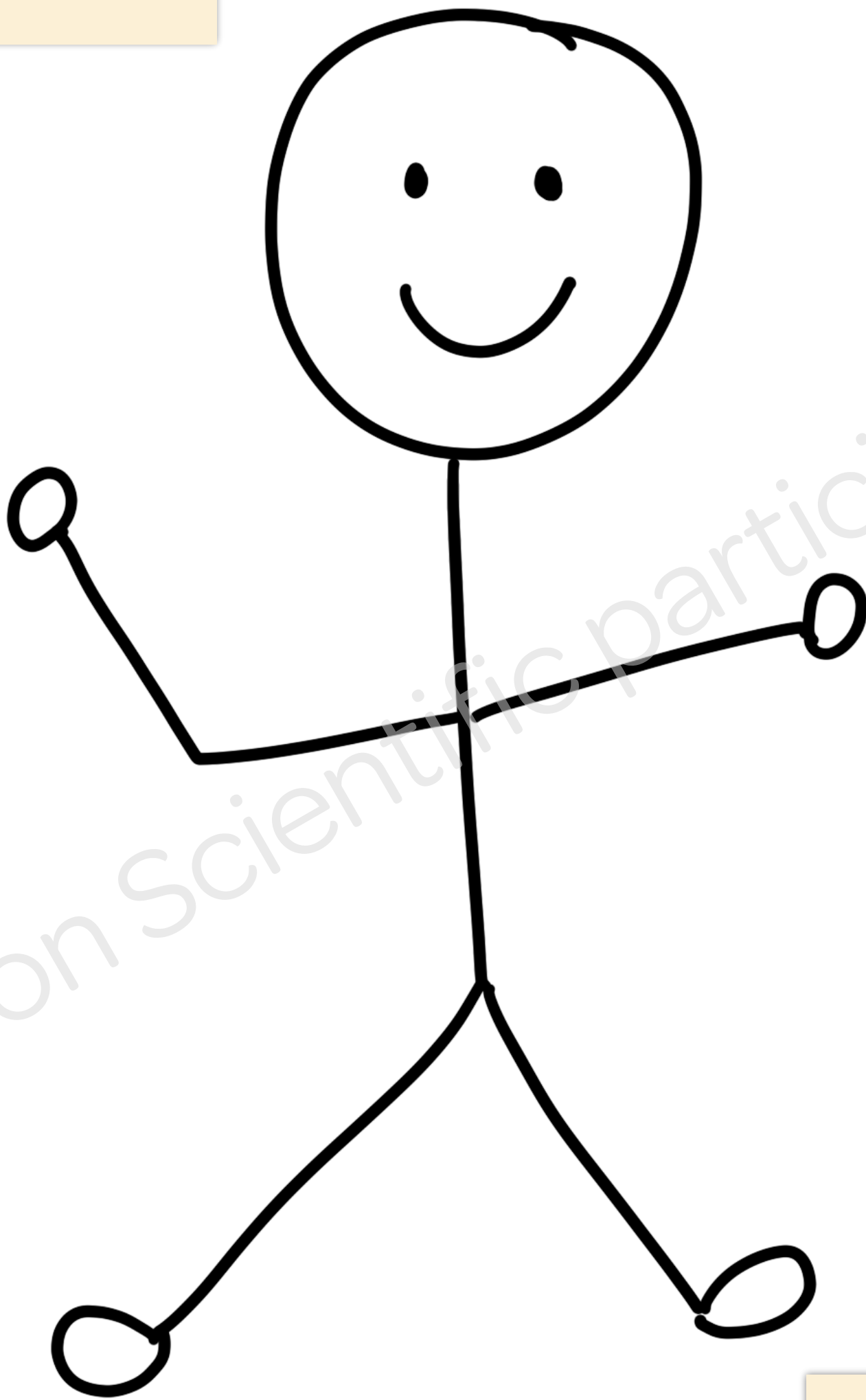
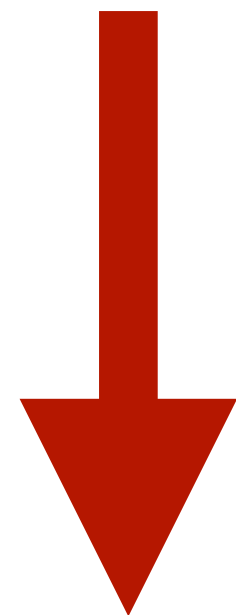
I don't know all of the answers.

Heck, I often can't even remember peoples **names!**

Sometimes I do make mistakes.

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Ideal Self



Actual Self

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# Ideal Self

I should be a great speaker!

I should have all of the answers!

Also I should be a great cook and remember everyone's birthday!

I should never have any mistakes in my work!

I am so-so at public speaking.

I don't know all of the answers.

Heck, I often can't even remember people's **names!**

Sometimes I do make mistakes.

# Actual Self



Self-Compassion:  
“Do I like myself? Love myself?  
Can I be kind to myself?”



# The Compassionate Friend



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## Pathos

“...people will forget what you said,  
people will forget what you did,  
but people will never forget  
how you made them feel.”

Maya Angelou

**Self-Pathos**  
**Emotions, Compassion**  
↓  
**Self-Compassion**

# Food for thought:

- How can we turn Maya Angelou’s concept inwards?
- How can we foster self-compassion when presenting/performing in stressful situations?
- How is self-compassion related to self-esteem and self-efficacy?



# Summary so far:

Logos - Ethos - Pathos  
Efficacy - Esteem - Compassion

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# Confident Voice

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# Confident, engaging voices:

- Low
- Smooth
- Calm speed
- Warm tone
- Varied inflection, within controlled pitch and dynamic range

All affected by  
physiology of  
Fight/Flight!



# Un-confident, non-credible voices:

High-pitched

Highly varied inflection

Up-speak

Aggressive/Strident

Monotone

Laundry List

Too soft

Vocal fry



# 4 quick tips!

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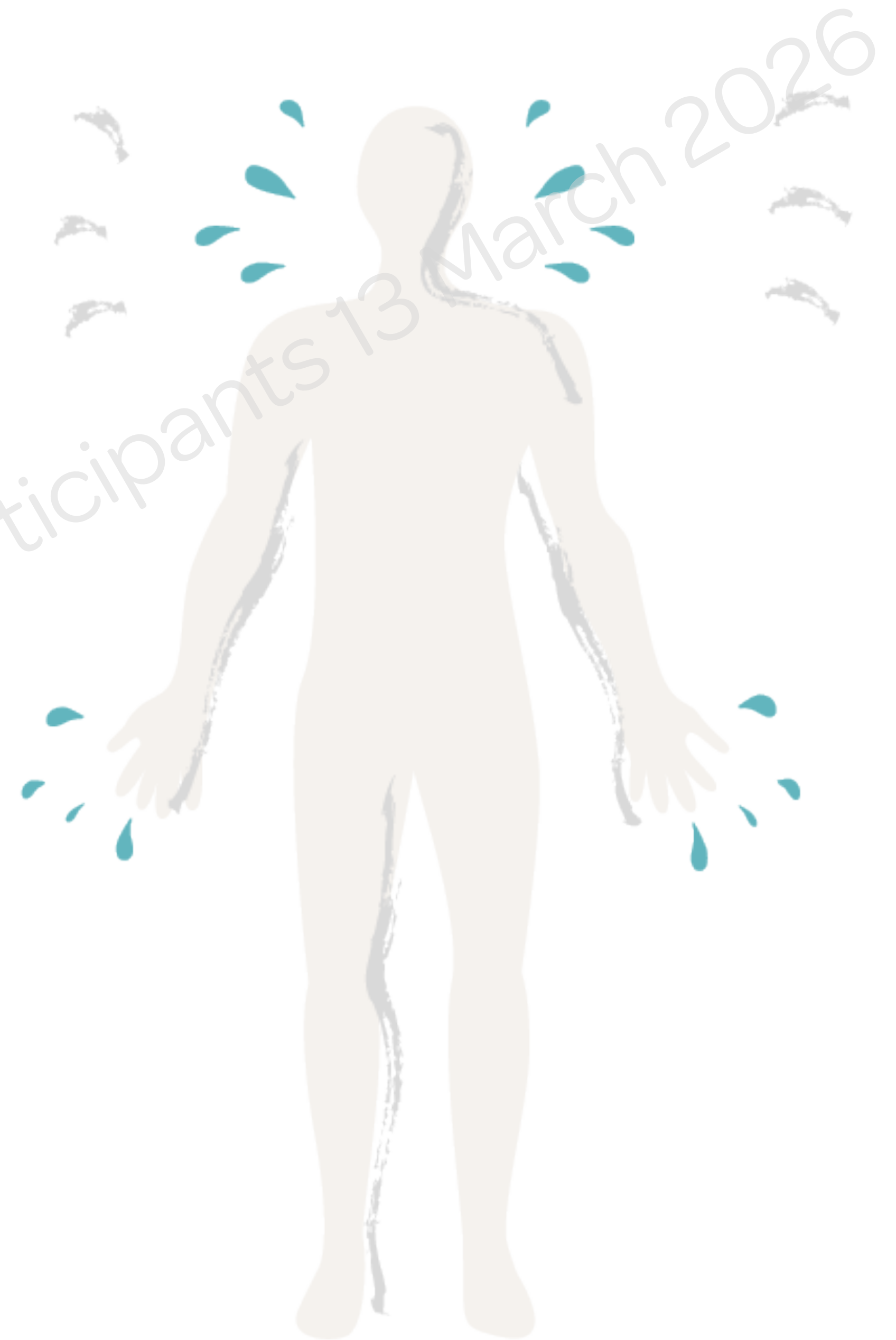
Dry mouth, swallowing:



Exhale, swallow, inhale

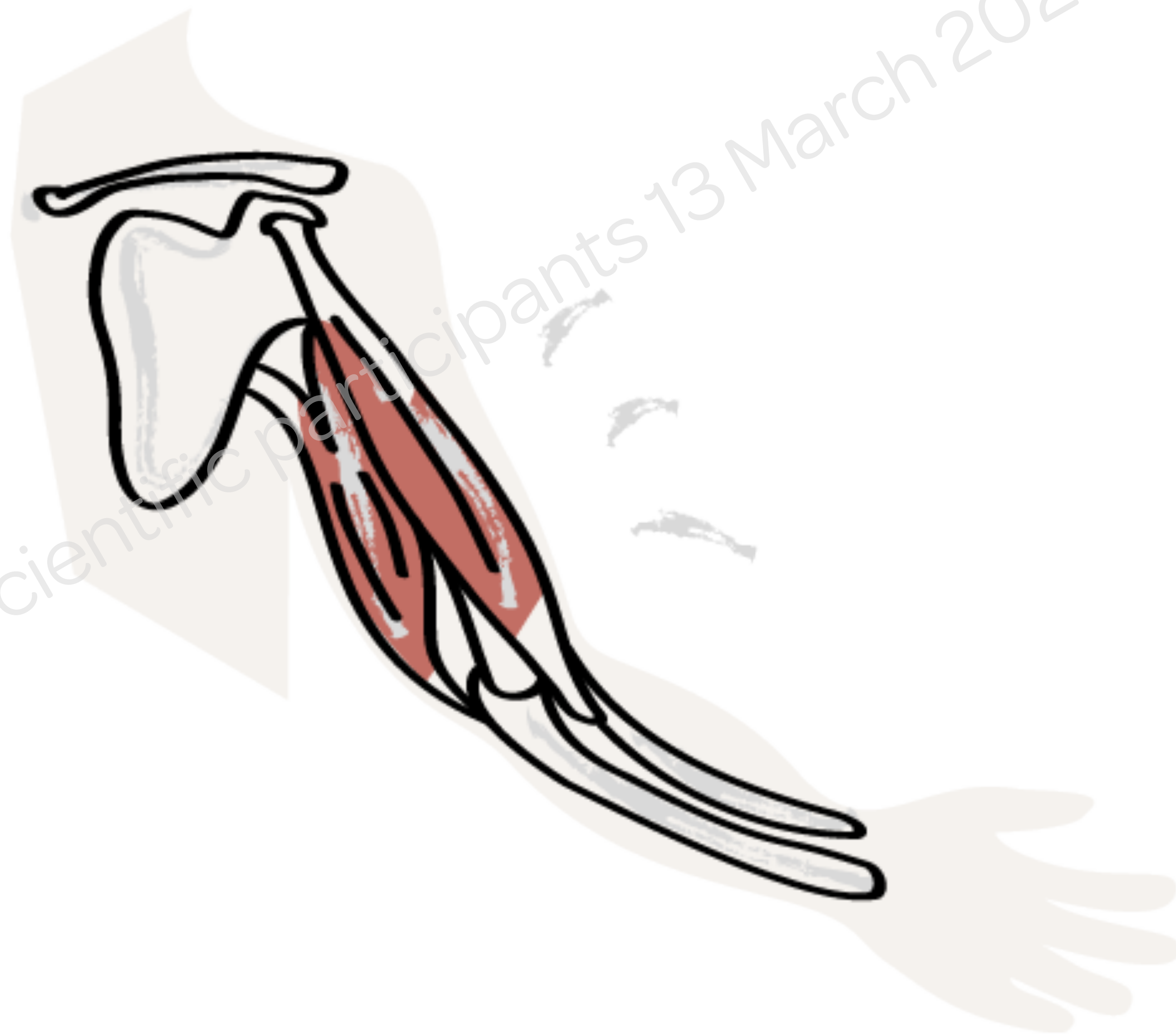
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Palms sweaty,  
forehead dripping:



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# Tight muscles



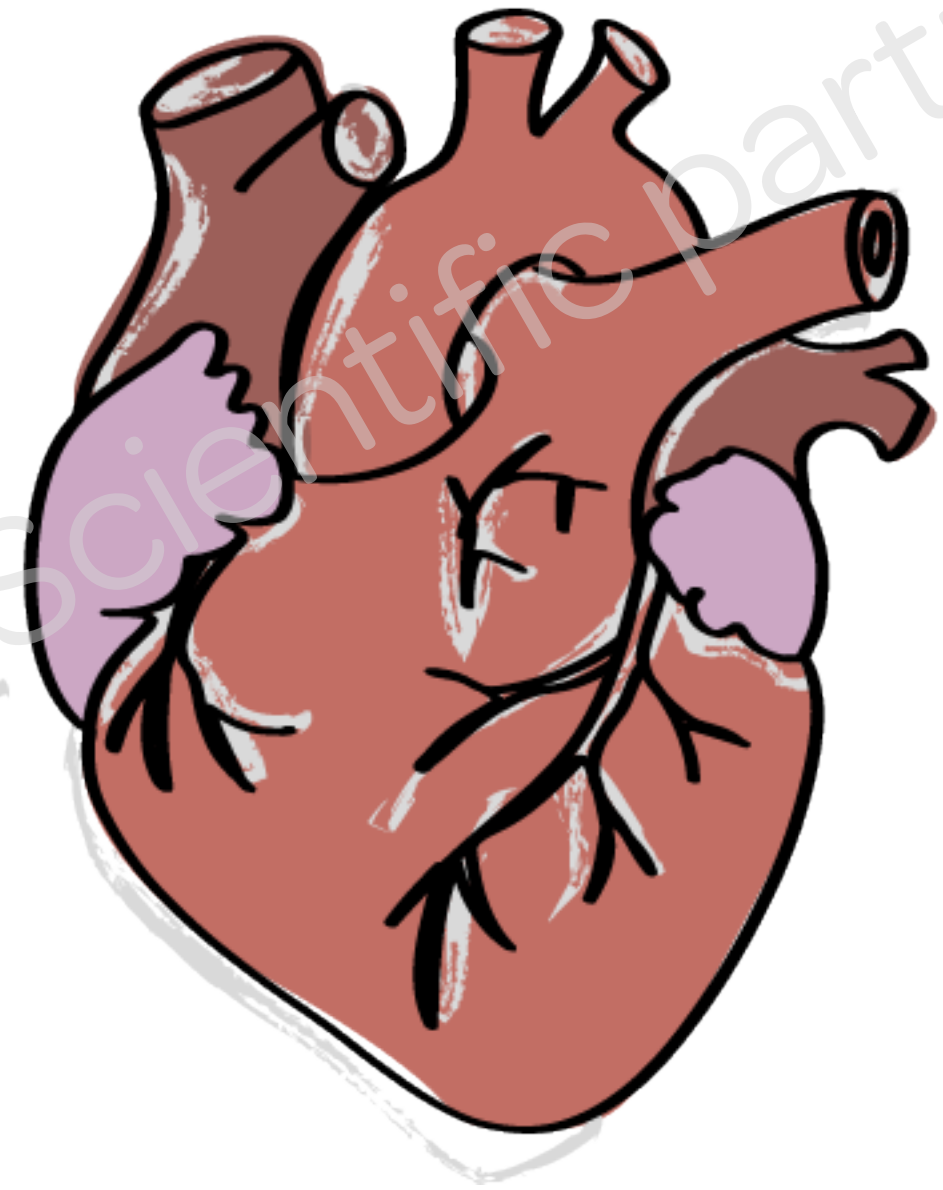
Physical tension:

**PMR**

**Progressive Muscle Relaxation**

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# Heart racing & pounding:



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# Breathing

We cannot control HR, BP, or GI  
(gastro-intestinal) directly;  
but we can control BREATHING,  
which controls HR, BP, GI, etc.

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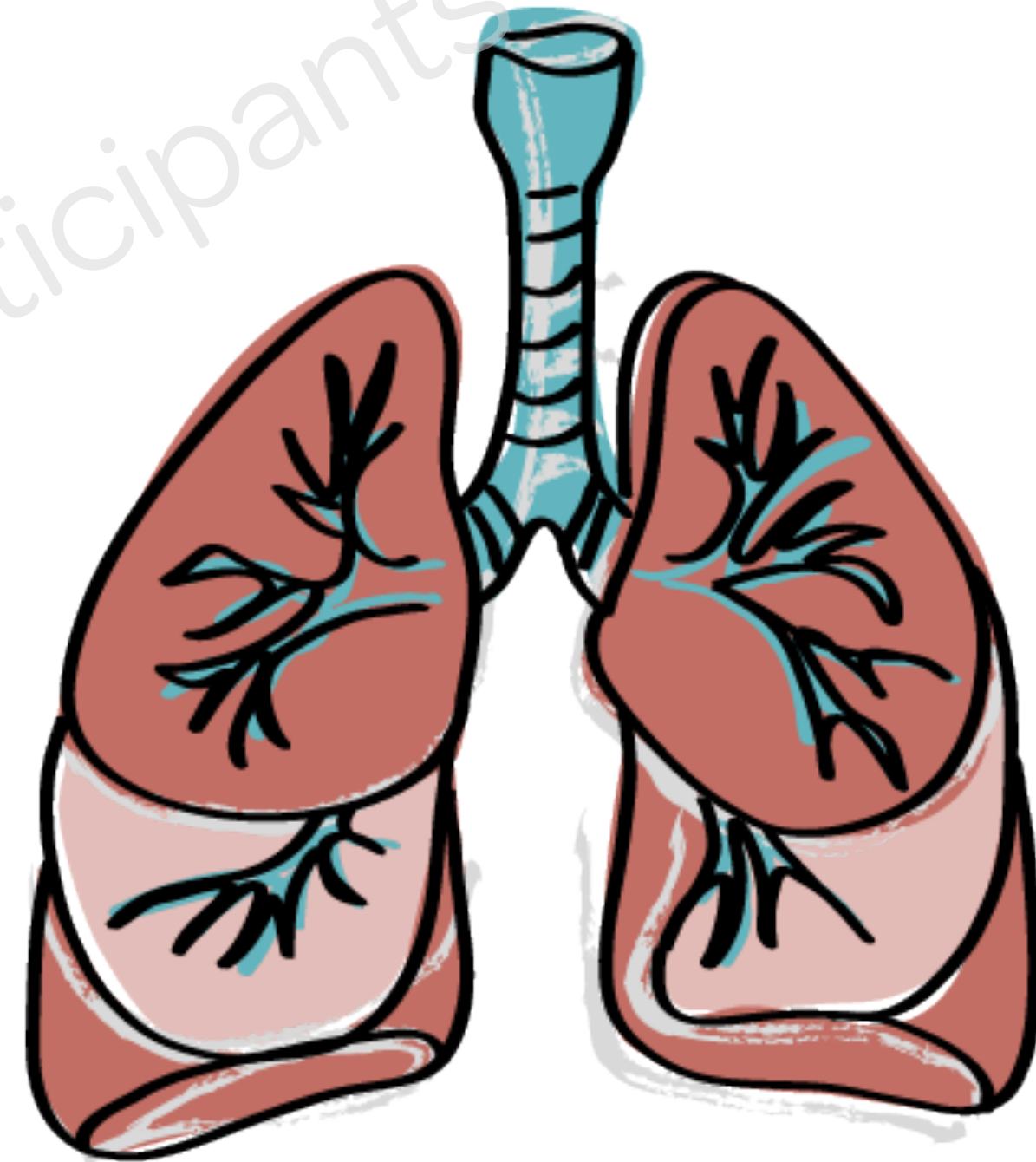
# Breathing Ratios

1:1

1:2

~~4:7:8~~

1:2:2



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# Session Survey

Boston  
Scientific



EMPOWHER  
Empowering the Advancement of Women

# My Optimal Breathing Ratio

(Finding the best rate of breathing, to regulate nervousness.)

Breathing Ratio	Example	What it does
1:1	Inhale 4 seconds; exhale 4 seconds.	Raises heart rate. Results in physiological activation.
1:2	Inhale 4 seconds; exhale 8 seconds	Lowers heart rate. Brings us towards “rest & digest” mode.
1:2:2	Inhale 4 seconds; hold 8 seconds; exhale 8 seconds.	Same as 1:2.

To figure out what your own optimal “rest & digest” breathing speed, track your breathing on 4 or 5 different occasions when you feel physically (and hopefully mentally) calm. Ideally on a calm afternoon when you are not feeling stressed, or in the evening when you’ve watched a relaxing show, or as you are falling asleep.

Without trying to control your breathing, simply notice the natural speed of your breathing. Write this down, a few days in a row.

Then look at whether there seems to be a speed of breathing that your own body prefers, when it is in “rest & digest” mode.

That will be your own personal Optimal Breathing Ratio, which you can use whenever you start to feel shaky, sweaty, heart-racing, tight and tense, or nervous in any other way.

What is my Breathing Speed?	
<i>Example Day</i>	<i>Inhale 4, exhale 9</i>
Day 1	
Day 2	
Day 3	
Day 4	
Day 5	

Bring this sheet, completed, to your next coaching session.

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