Confidence Building Hypnosis

By Dr Tracie O'Keefe, BHSc, DCH, ND

This book does not constitute medical or therapeutic advice. It is simply a book that explores the possibilities of the mind. Should you suffer from mental illness, consult your healthcare practitioner before engaging in any of the exercises.

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Instructions on how to use this module:

This module on Confidence Building Hypnosis consists of:

- A video clip
- 1 audio file (MP3 format): Confidence Building
- An e-book

The audio file contains hypnotic suggestions and binaural beats to take you into a deep trance state. Binaural beats are specially timed percussions that lead the brain into restful states and synchronising the left and right parts of the brain.

IMPORTANT: Do NOT use the audio file while driving or operating machinery or while engaged in any other activity. The audio hypnosis file is designed for use ONLY when you are able to sit or lie down somewhere safe, relax, close your eyes and go into a trance.

How to get the best out of this module:

1. Watch the video.
2. Use the audio file Confidence Building twice a day. You can do this for as long as you like but for a minimum of 28 days.
3. Read and do all the exercises from this e-book.

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Introduction

To have and do confidence is a wonderful experience and contributes towards you leading a full and rewarding life.

Maybe you have experienced times or situations where you felt a distinct lack of confidence. If you have bought this program, you probably think confidence is something that other people can do but you have been unable to so far.

The great news is that you can do and have confidence, quickly, through hypnosis.

With hypnosis and cognitive behavioural therapy you can learn to do confident behaviour.

The accompanying video in this program demonstrates some of the techniques I have created for you that are proven in helping you to start doing confidence behaviours and experiencing confident feelings.

You too can be confident

Hypnosis reaches deep into your unconscious mind and changes the programs that exist. Using the accompanying hypnosis audio MP3 file for confidence, you deeply relax your body while my voice makes suggestions for changes to take place at a deep, unconscious level so that your new, good, confident behaviours become automatic.

This e-book teaches you more hypnotic techniques you can use to train your mind. It also contains many cognitive behavioural change exercises designed to teach you to think and behave differently. You need to do all those exercises and you can go through the e-book as many times as you like until you have completed all the exercises and understand the principles behind confident behaviour.

As your mind changes, so does your behaviour and even the way you hold your body, use your face, breathe, think, see yourself and the way you construct your voices inside your head.

Millions of people before you have learnt to become confident and feel comfortable in their daily life and their communication with others. The methods I use in this program have proved very successful in my clinics over the years and have helped thousands of my clients to become more confident in their everyday life.

Confidence is what you learn to do

Being more confident helps you in your personal relationships, social situations and work and career prospects. What you can also be aware of, as the hypnosis helps you change, is that you have a greater sense you can achieve your personal goals in life. You may also begin to expand your expectations of what may be possible for you along the journey of life.

This is an exciting time for you, and I want you to embrace the process, dedicate the time and put the effort into making those changes happen. The additional good news is that the whole

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process can be very enjoyable for you, helping you feel physically, mentally and emotionally enriched.

Follow the instructions very carefully throughout the whole program and remember to have fun as you progress the process of changing, and celebrate each success you have. Good changes can always be an enjoyable experience as you learn to regard yourself as a happy, confident human being.

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Chapter 1: What is confidence?

What do we mean by confidence? Well, it may mean different things to different people. What I think confidence is may not be what you think it is. So confidence can mean many things to many different people. Of course if you change the language and culture it begins to mean something even more different.

A person may also have different kinds of confidence in different parts of their life. For instance, you may be very confident in private with your family, yet in public with people you do not know, you may have a sense that you lack confidence and withdraw from situations and not engage with new people.

Aileen:

"I have seven brothers and I was the youngest. My father was also the seventh son. Having seven sons in Ireland is like part of folklore. The seventh son of the seventh son is supposed to have special powers. Everyone knew who the brother above me was, wherever we went. I was just the girl that came at the end and no one paid much attention to me.

"My parents were trying for a soccer team and I was the one that messed up the plans. I never got a sense I was special as I grew up and my Ma was always looking after the boys, which she got me to help with too. So I never felt confident because I don't think anyone in the family expressed that I was special in any way. I wasn't another child, just someone to help with the boys."

Let us examine the word 'confidence'. It is actually two words:

'con' from the Latin language meaning 'with'

'fidence' is from the root Latin 'fides' which means 'faith'.

So the word 'confidence' means to go forward with faith. In this case, for this module, it means to go forward personally, with faith in your abilities. Let us also say that you can learn to do that in all areas of your life when appropriate.

What confidence is not

Confidence/withdrawn

Let us establish that for you to have confidence in yourself in communications you need to be involved in an 'interactive' communication. Interactive being the operative word in that you are engaging in the communication.

If you do not speak or express your communications, you are withdrawn from the communication and the other person finds it impossible to interact with you.

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Withdrawn is not communicating. It is a refusal to communicate. There is no communication as you are not taking part. It is not the same as someone who is quiet, but simply a refusal to take part.

Della:

"I avoided people because I was always concerned about what they'd think of me. Was I good enough? Would they like me? Will they think I'm stupid? I have a PhD in biochemistry and I never taught at university because I was so afraid what the students would think of me. They were undergraduates and I had my degree and Masters but I was afraid they might think I didn't know my stuff, even though I got top marks both times and was doing research.

"I avoided boyfriends and kept myself to myself. I thought it was safe just not to engage but when I got my PhD I had to come to terms with the fact I had to deal with people to get a job."

Confident/arrogant

I really want to touch on this subject with you because it is important in helping you become more confident that you learn to distinguish between confidence and arrogance. I would really like you to know the difference and be aware of the dividing line between the two. It is a thin dividing line that people often cross. In fact we can all cross it at times and when we do, we have lost confidence and strayed into a kind of communication that is not interactive.

If you are in a communication where you are confident, it is a two, three or several-way communication where each person is *listening and observing communications* of the other parties. It is a feedback loop and the continuing communications are changing the entire time, so you need to be continually observing and changing your communication as you go along.

In a communication when you become arrogant, you are not paying attention to the other party's communications and you are not observing or listening to the feedback. This leads to you going off in a direction of your own and you have lost rapport with the other party.

The Latin word for arrogant means 'puffed up'. When someone strays across that line and becomes arrogant, you might like to think of them like a puffed up toad – like 'Mr Toad' in the children's story *The Wind in the Willows*, where Toad talked a lot and listened very little.

Robert:

"I see. So you think that just having bravado alone doesn't mean I look confident. That does explain why one of the quietest men in our sales team seems to sell the most each month. I guess no one's threatened by him so they find it hard to say no to him.

"I've been trying the hard sell for years and could never match the kind of figures he achieves. I guess I've been sort of doing it a Mr Toad way and scaring off my customers. I suppose that just being loud and pushy doesn't really make me look confident then."

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Rapport

Rapport is the exchange of communication between two or more people. It is like a table tennis match with the ball going back and forth between two or more players. In good communications the ball is in play. When the communication breaks down, the ball is no longer in play and rapport has been broken.

When rapport is broken, for you to be confident (go forward with faith) in your communication, you need to bring the ball back into play and establish rapport as both parties recommence an interactive communication. Without the re-establishment of interactive communication you cannot be confident in your communication because you are on your own.

You as a confident person learn to establish rapport through your communications. You take responsibility to be the initiator of good communications, establishing and maintaining good rapport.

Conscious rapport

This is when you are openly and obviously being in an interactive, empathic communication with someone. For instance, the whole family is playing cricket and you, openly in front of the rest of the family, volunteer to be on your grandfather's team and walk over and put your arm around his shoulder in a gesture of solidarity. You are in conscious, open rapport with your grandfather and even the rest of the family. Everyone is aware of your gestures and communications.

Unconscious rapport

Unconscious rapport is a communication that is happening out of conscious awareness. Each party may be unaware consciously of the communications that are establishing rapport. Sometimes one person can be the initiator of the communication out of the other person's conscious awareness.

This unconscious rapport can exist at biological, psychological and behaviour levels. For instance, at a biological level one of the best examples is when women live together in the same accommodation, they tend to all begin to menstruate at the same time. Also people who come from certain families and spend a lot of time with each other may also breathe at the same pace automatically when they are in each other's company.

Unconscious, deep, psychological rapport occurs when people establish empathy with another person's experience. For instance, a woman may be standing at a supermarket payment station. Another woman comes along with a screaming child and the first woman makes an effort to facilitate the needs of the second woman by letting her go first. Both have a common understanding of what it is like to have a screaming child in the middle of the supermarket but neither ever mentions it or discusses the child. They are in psychological rapport.

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Group behaviour shows us levels of rapport that exist within certain groups of people. For instance, in America, the Amish Mennonites are a group of Christian church fellowships that form a subgroup. They do not ride in motor vehicles. They live a very simple life and use horses and buggies. Their beliefs and behaviours are in rapport with each other, even when they are not thinking about their beliefs.

Exercise: Observing unconscious communications

1. **Take the time to set up this experiment.**

2. **Sit next to someone who seems agitated for 10 minutes. Be very calm. For the first two minutes breathe at the rate they are breathing. Then begin to slowly take your breathing to a slower speed with your mouth open and watch them follow you. If they break off, don't worry, just start again.**

3. **Sit next to someone talking to you and just nod your head to every verifiable thing they say. Observe how they begin to relax around you.**

4. **Sit next to someone and copy their body language. After a minute or so, just move one or two parts of your body and watch how they follow you.**

These exercises were about teaching you how to establish rapport with someone at an unconscious level. Although you are doing it consciously, the other person is not aware what you are doing.

Body language

As you learn about being confident I want you to learn about body language. Do not make the mistake that being puffed up like Mr Toad is a sign of confidence. It may even be a sign of being unconfident and trying to cover it with the puffed up body language.

I want you to learn about body language as it is 60%-plus of your communications, so unless you are able to manoeuvre the world of body language you may be giving off the wrong signals. You may also be misinterpreting the other person's unconscious communication signals.

There are times in being a confident communicator that you may even adopt an unconfident body language pose so you are able to gain rapport with a person who may feel threatened by or afraid of you. This is just like you would approach a frightened child from a low stance so you do not seem overbearing.

Read *The Definitive Book of Body Language* by Allan and Barbara Pease. To be a confident person you need to understand body language so you can use it in a constructive communication, establishing and re-establishing rapport. As a confident person you need to be able to speak body language.

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Vivienne:

"I read the body language stuff you wanted me to learn. I studied it and memorised everything. The next meeting I went into with the board was incredible. I was reading everyone else's body language and working my own. I was always so defensive when anyone challenged me before, but I was able to take my time to begin my communication with good, open body language. This really annoying guy from accounts backed down and said he was happy with my answer. I was shocked.

"It is really powerful stuff this body language. I've been using it at home with my family as well and the children are going to bed on time when I ask them. It's like I've learnt a whole new language, but I guess what was happening was that I already had the language but no previous control over how it was used."

Breaking confidence down

In you moving forward to become a confident person, you need to be a thinking person. I am not offering you a magic pill with this module, but an opportunity to learn how to be a confident person. That requires you to be proactive in the process. I can suggest the things you can learn to do and you must be the one who takes responsibility to do those things and make changes in your life.

All experiences are made up from a number of smaller experiences. In other words confidence is the sum total of the things you do, not something that someone else mysteriously has and you do not. So you need to learn to do the number of small things that enable a person to experience confidence. When you do them all together you are operating a series of small procedures that make the big process of confidence.

Certainly the hypnosis component of the module in the audio recording assists you in putting together the processes that make up the confidence experience in your unconscious mind so it becomes automatic. But you need to do the work to become fully familiar with what the processes are in the first place.

Exercise: Breaking down confidence

1. **Get a recording of six different people you admire on the television and who you think are really confident.**

2. **Review footage of each of them in turn.**

3. **First watch the footage with the sound up. Note anything you think the person does that makes them confident.**

4. **Re-watch the same footage with no sound. Note anything you think the person does that makes them confident.**

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5. **Listen to the footage without watching it at all. Note anything you think the person does that makes them confident.**

6. **Compare notes between all three exposures to the footage from each of the six people. Did you notice different things when you were watching and listening, just watching or just listening?**

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Chapter 2: Self-confidence

So far I have talked about your confidence in public, and by public I mean with another person or persons. I will also now address the issue of confidence in yourself and your abilities. The two are different but connected in that if you are going to have confidence with other people you also need to have confidence in yourself to begin with. This involves parts of your core identity and how you operate that core identity.

So again we need to look at what confidence is and is not. Essentially we are talking about having confidence in yourself and your ability to achieve whatever you want to achieve. This could be the confidence to build a fence, make a dress or speak in public to thousands of people.

Jonathon:

"I've spent years trying to find myself. I've been to India and stayed in an ashram waiting for a moment of revelation; none came. For a whole year I lived on a Kibbutz in Israel to please my parents. They wanted me to know the real value of hard work but all I got was hot and calluses on my hands.

"I've avoided going out with girls because they always ask what my plans are for the future, which I think is code for 'Would I be any good as a father to their children?' And 'How rich are my parents anyway?' My parents were always socialising when I was young so I don't really know them very well. It's not that I feel lost, it's just that I've never really known who I am or who I'm supposed to be. You have to be lost to get found, but I never found myself."

As Jonathon said, he has never really had a sense of who he was, what his journey has been, is now or is meant to be in the future. He felt adrift as a child and there were no key people in his life that helped him build his core identity.

This meant when he went out into the world he was never really sure who he was. He had failed to form a strong core identity. If you don't know who you are, how you can have any confidence in your abilities or how you fit into the world and relate to other people?

Core identity is your internal perception of yourself

Daniel:

"I never had much of an opinion of myself. I don't read and write very well and was thought of as slow at school. You know what I mean – not very bright. Most people didn't pay much attention to me and I used to spend a lot of my time in our garden shed making things with wood. I'm a bit of a quiet one and don't have much to say when I'm with other people.

"My father said I should train as a carpenter but I was afraid I wouldn't pass any exams so I just got a job in a factory. I would've liked to be a carpenter but I'm 30 now and think it would probably be too late."

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Daniel had a very poor core identity, which gave him a sense of *low self-esteem*. Self-esteem is a phrase used in therapy for a person's perception of themselves and their self-worth. I venture further than that though, to suggest self-esteem is the way you feel about yourself. So Daniel never felt positive about his core identity, worth or personal abilities.

Self-esteem is the way you feel about yourself

Felicity:

"I used to be at the top of my game. I was very high up in banking. I went to university, got a first, was head hunted for the bank, rose through the ranks very quickly and made a lot of money. Then I got married. Both my children were very difficult births and in the end they were both caesareans. I had a really rough time, was in hospital for a long time after the second child. Then I had post-natal depression and since then for four years I've been exhausted.

"I've lost all my confidence. This wasn't what I expected from life. I thought we'd get a nanny and I could go back to work but I don't have the energy. To be honest I also don't think I have the confidence anymore to walk back into the bank and carry on where I left off before I got married."

As Felicity explained, she once perceived herself as very confident, not only in her core identity and with a good sense of self-esteem but she was also a mixer and able to negotiate in the tough world of businesses very successfully.

Life, however, is always changing and when Felicity had her children, not only did her body change but also her way of life. But her expectations of what she could or should have from life never changed. So she was living her life with the belief that she was a failure unless she was matching up to being the person she used to be.

To her, being the person she was now was somehow not good enough, so that equalled her being a failure and she never built on the new life she was now leading. She was inflexible.

Flexibility is essential to an ever changing self-identity

<u>Exercise: Reviewing yourself</u>

1. **Take a pen and paper or use a computer.**

2. **Write out what you think your core identity was five years ago. How much self-esteem did you have and in what areas of your core identity was the self-esteem strong or weak?**

3. **Repeat the exercise for the present time. Identify the strengths and weakness in both times.**

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4. **Now compare the two times. Have you changed? Were you flexible? Do you change easily? Keep the results of this exercise.**

Self-image

Gabrielle:

"I don't see myself as anyone special. When I was very young, 40 years ago, I remember my mother saying to me that I'd never get by on my looks so I'd have to try to be clever or fertile. I had six children and became a university professor. My husband left me for a younger woman and I think I felt my mother was right and I was just never pretty enough or he would have stayed.

"Of course he was not a very nice man but I still used to think it was mainly my fault for not concentrating more on my looks than my career. Yes, the intellectual inside me knows that's not true but I've still had this feeling. I'm seeing this new man now and I'm afraid the same thing will happen again."

Gabrielle got negative messages from her mother about how she was not pretty from an early age. Maybe her mother thought she was preparing her daughter for life and forcing her to face reality so she could be strong. Those negative messages about her looks went deep into her unconscious at a very early age and formed the way she saw herself inside her mind. It formed her *internal visual (Vi) self-image.*

As she sat in my office she seemed a very attractive and well presented woman. It was obvious that many people would find her attractive. So her negative internal visual self-image of herself did not match the reality. Her whole life had been lived through the lens of her internal negative visual self image.

Internal visual self-image (Vi) contributes to your core identity

Ulic:

"I'm deaf. I've always been deaf. I can hear very slightly with hearing aids. My mother had measles when she was pregnant. Fortunately my eyes weren't affected. So I learnt to lip read as soon as I could walk. People think because I'm deaf I've no idea what they're saying. As long as I can see them, I know exactly what they are saying

"So when I was a child I could see everyone being patronising and saying they didn't think I would get anywhere in life. My father didn't believe that and believed I could do anything I wanted. He was a religious man and told me God had made me the way I was for a reason.

"He told me I was special and God loved me just the way I was. I became an accountant. I've done very well thank you. All through my life I've imagined my father's voice inside my head saying, 'Ulic you can do anything.' I can even speak two languages very well."

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We can see because Ulic was deaf that he could have missed out on building a good core identity, particularly when some people he encountered were not positive about his future. But the actions of his father repeatedly telling him that he could do anything he wanted allowed him to create a positive *internal auditory (Ai) self-image.*

While he talked about how he imagined his father's voice inside his head, it had actually become his own voice that had contributed toward his internal, positive, auditory self-image. His father's positive message had gone deep into his unconscious. He had internalised it to form his own positive core identity, which had built his self-esteem and allowed him to be flexible as a deaf man in a hearing world.

Internal auditory self-image (Ai) contributes to your core identity

Exercise: Checking your Vi & Ai

1. **I want you to go back now to the previous exercise.**

2. **Check what your Vi & Ai self-images were.**

3. **Were they positive or negative?**

4. **Write out how you think what you observed had an effect on your core identity and your self-esteem.**

How does the past bind you?

I want to share with you at this stage. It is a risky thing for a therapist to do that but you bought this module so I think you deserve me to be genuine. I grew up with the worst self-image imaginable. I came from poverty, my father was a schizophrenic who spent most of his time in the hospital and my mother failed to cope and was unable to look after me.

Sometimes I had no food and no school education after the age of 11. No one in my family rescued me and consequently my childhood was devastating. I was abandoned. I had medical issues and was left in a series of institutions where I suffered unimaginable serial abuse.

Today, all these years later, I am a very successful therapist. I have learnt that the past does not have to bind you if it has not been working for you and I am teaching that to you now. I was fortunate to meet some people along life's path who taught me to replace the negative with the positive, again and again and again, until my internal core image was strong.

If, like Ulic, there was something very positive in your past that you hold on to help you create your internal positive core identity, that is a fantastic and constructive thing to do.

Mine was a teacher I had when I was 10 years old, who taught me to love books, so I read for at least two hours a day for my whole life. I never stopped reading and I never stopped

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learning and became empowered by education. I remembered my teacher saying to me that books would give me pleasure and help me build a life for myself. My whole life I left that Ai on repeat inside my mind. She was right and her message became mine and still plays inside my mind today.

Daniel, who talked about people ignoring him most of the time, had parents who did not seem to have been a strong influence in his life, leading to a weak core identity and poor self-esteem. Groups of people tend to write individuals off if they do not conform to the group expectations or psychology. Daniel seems to be a loner who did not know how to feed a positive core identity.

Felicity was unable to adapt and suffered from a self-imposed eradication of her strong, positive core identity, good self-esteem and good Vi and Ai. One of the major foundation stones of a good core identity is that it is able to adapt to change as we pass through the different stages of life.

Gabrielle was trapped by her mother's negative Ai going around inside her mind for the rest of her life. No matter how educated she had become, she had never replaced that demeaning phrase her mother had delivered into her mind with a positive message about how beautiful she really was.

Jonathon, whose parents were also absent for him, had no strong internal positive core identity, self-esteem, self-mage, positive Vi or positive Ai. He was like the postbox that had never been used: empty. Nothing in equals nothing out.

With the instruction manuals for creating a positive core identity and self-esteem, I was flexible enough to throw out the old, damaging messages, start again and establish good internal Vi, Ai, core identity and create a self-esteem that led me to have the personal confidence in myself that I need and enjoy.

The feelings and emotions you experience about yourself are your internal kinesthetic experiences (Ki). We are able to create, recreate and change that Ki by a number of mechanisms.

Creating your Ki

Good Vi + good Ai > good internal feelings (Kinsethestic (Ki)

The goal that people seeking confidence are looking for is the good Ki. You can only have confidence if you have the good Ki. If you do not have a good Vi and good Ai, you cannot have a good Ki.

Vi + Ai > Ki

In you building yourself up as a confident person, it is now important for you to take responsibility to create good Vi and good Ai which will help lead to good Ki. It is your responsibility to make it happen.

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There is also your internal perception of smell (olfactory (Oi) which is the imagination of smell inside your head. Further, there is the fifth sense, which is your internal imagination of taste (gustatory (Gi). This may be involved in image building to a lesser extent, but Vi, Ai and Ki are the major internal self-image building mechanisms.

I previously talked about breaking down the processes of building confidence. By now you will begin to understand the need to do that and learn this formula.

As with all of my modules, they are not about me doing something *to* you but teaching you to learn to do for yourself and to learn to do those skills on a regular basis.

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Chapter 3: Brain mathematics

Again and again when working with people ,I come back to what I call brain mathematics. This is a combination of things you do simultaneously to make your experience happen, in this case confidence. This includes Vi, Ai, Gi, Oi, Ki, breathing and body posture.

This is a combination of hardwiring and software experiences that make up your whole experiential world and your global, total experience. You are working the body and working the mind.

Body language

When I was young I was a trained dancer so I worked intensely with the body in forming shape and experience. I also trained in mime and learnt the subtleties of the face as well. So some of the work I do with clients is somatic (within the body to release and form experience).

Why is body language so very important?

The answer is twofold. Firstly, your body is hardwired in a way that has evolved over millions of years and your posture determines a large part of your personal experience. Secondly 60%-plus of all your external communications with other people in a personal context is about body language.

You have three major nervous systems and we are going to talk about two of them. The first is the sympathetic nervous system. This innervates movement. In other words it sends signals to your muscles to tense up and do their actions, sometimes sending you into the fight or flight response (automatic response when facing fear) in a perceived emergency.

For you to be confident you have to be doing the actions of confidence. Your body must mobilise its muscles to either activate your own desired action to fulfil your aspirations or in an action of interpersonal communication. So you need the innervations of the sympathetic nervous system to power you out of the resting state (doing nothing) into the action state (doing confidence).

The second part of the nervous system that needs to be controlled is the parasympathetic nervous system and this is the relaxing of muscles. This is equally as important an experience in confidence as experiences of action. The parasympathetic nervous system takes you out of the fight or flight response and brings you into a relaxed state, which is good for interpersonal communications.

The body has genetic memories and memories you have installed over your lifetime. For instance, when you smile you get good feelings. When you cry, out of distress, you get sad feelings. When you are really tense, your shoulders move forward and the trapezius muscles at the back of your neck tense up along with many other muscles in your body. When you laugh, many of your muscles relax to such an extent you can even become quite floppy and loose.

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So not only do your experiences create body shapes and different muscle tones, but you can also create experiences and feelings by manipulating your body shapes and muscle tones. Don't just believe me, though: do the following exercise.

Exercise: Body shape and language equals experience

1. **Stand in front of a large, long mirror and shake your fists, screw up your face, shout angrily at the person in the mirror. Get really upset with them for 30 seconds and then note how you feel.**

2. **Lie on the floor. Uncross your legs and your arms and then just start laughing out loud; stay laughing out loud for a full minute. Note how you feel.**

3. **Stand in front of the mirror again. Choose something you are very good and confident at doing. Explain to the person in the mirror exactly how to do whatever it is you are good at doing in a relaxed way, smiling. Do it again and again until you get your routine comfortable and automatic. Note how confident you are about doing what you know how to do.**

You become your body language and your body language becomes you. You become your face language and your face language becomes you. I shall address more about body language and interpersonal communications in the next chapter.

Breathing

Breathing is a major part of all communications. How and the rate at which you breathe help create your own personal experience and is also an indication to others of your present physical, mental and emotional state. It is an indication of your level of confidence in yourself and in your communication.

When you are afraid, you enter into the fight or flight response. The fight or flight response is when you are so afraid you want to run away or fight to defend yourself. At this time your breathing speeds up, it moves up in the body to your mouth and nasal areas and you hyperventilate to get enough oxygen to your muscles so you can fight or run away. You become dizzy and may shake. You move into the panic zone.

It is different from fast breathing when you are excited because in an excited state you feel in control but in a panic you do not. Also your body language and face language will be different. When you are excited you look happy. When you are panicking you look tense and distraught.

Confident people tend to have slower breathing that is situated further down in the body. It is lower because the person is not afraid, nor are they in the fight or flight response so they are going forward with faith in themselves.

You can help create that more confident state by slowing your breathing down. A breathing that takes you into a calm state is what I call peach breaching. Imagine there are two tiny

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balloons the size of peaches in the small of your back, just where your kidneys are, underneath your rib cage. When you breathe in with your mouth open, there is no sound. You gently fill the two peach-shaped balloons and then let them empty as you relax with no sound. The following exercise teaches you how to get to peach breathing.

Exercise: Breathing patterns

1. **Stand in the middle of the room. Be aware of your breathing.**

2. **See if you can estimate whether it is fast or slow. It may seem a strange instruction but not everyone is aware of the pace of their normal breathing. Is it fast, slow or normal?**

3. **Now think about something that is really calming and peaceful and be aware how your breathing slows down. Count your breaths per minute, continuing to think about the really calming experience.**

4. **Then think about something that makes you anxious. Be aware how your breathing changes and gets faster.**

5. **Go back to thinking about something really calm and bring your breathing back down to the calming number of breaths per minute.**

6. **If you have an anxiety attack, stand still and bring your breathing down to the number of breaths you experience when you are calm.**

Visualisation internal

Albert Einstein said: "Logic will get you from A to Z; imagination will get you everywhere."

If you want to be anything in life, first visualise that inside your head. Imagine visually inside your mind (Vi) how you would look when you are confident doing something. Imagine how you would conduct yourself and how your body language and face language would be when you are communicating confidently.

Many years ago I visualised I would be sitting at my desk in my clinic in Australia reading in the morning and then writing this for you. I kept that vision inside my mind for many years as I worked out how to make it happen. It was my internal visual goal. It was my guiding road map. That was a long-term goal which took a lot of work to make it happen. It was future paced Vi (in the future) visualisation that I have now made present tense in this moment.

You can also create your experiences in the Vi 'moment' (present time) by creating your reality as a visual picture high up inside your mind. I say high inside your mind because a picture higher inside your internal visual fields tend to be more powerful. Visualisations low inside your Vi fields tend to be more subject to past negative experience.

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Visualisation Exercise 1

1. **Look at the space around you and note each visual element and object.**

2. **Close your eyes.**

3. **Put a picture of the outside, up inside your mind.**

4. **Call out everything you see and remember.**

Visualisation Exercise 2

1. **Close your eyes and put a screen up high inside your mind.**

2. **Think of one of your favourite places.**

3. **Remember what that lovely place looks like inside your mind. See it. You carry an internal visual record of that place inside your mind. Just bring that internal visual record and put it up on your screen now.**

4. **If it suits you better, you can draw or paint it in your own time.**

5. **Just simply enjoy seeing that scene.**

Visualisation Exercise 3

1. **Close your eyes and put a screen up high inside your mind.**

2. **Create inside your mind pictures of a beautiful place. It is just for you. You can design it any way you like.**

3. **In fact, if you like, you can call it paradise. Enjoy!**

Practice these visualisation exercises.

Using visualisation

Visualisation is the creation of pictures inside your head and is as simple as that. It is drawing, painting, computer designing inside your mind with your eyes closed and sometimes with your eyes open.

Auditory internal

Do you have any internal chatter?

Do you rehearse something you might be going to say to someone inside your mind?

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Do you talk to yourself inside your mind?

Do you debate whether you should do something or not inside your mind?

Internal chatter (Ai) is part of your normal, everyday life. You do it as you sleep, walk along the road or decide what you might do next at work.

Exercise: Listening to internal voices

1. **Sit quietly and listen to the voices inside your head.**
2. **Write those voices down as they come to you.**
3. **Try analysing what these phrases or words might mean to you.**
4. **Try and work out where each of those phrases or words originated from.**
5. **Were they in your voice or someone else's voices?**

Exercise: Remembering good voices

1. **Sit quietly.**
2. **Recall the voices of some people from the past who said really positive, reinforcing, good things to you. Remember those good, reinforcing words and phrases. They might even be sounds. Play them throughout your mind.**
3. **Be aware how you feel as you hear those words inside your mind.**

Exercise: Creating good internal voices

1. **Start to write out the good things you could say about yourself inside your mind to be a calm person.**
2. **Go through all the things you have written and delete anything that says, 'I won't, I should not, I will not'. Delete anything that is negative in any way. Only use 'I will, I can, and I am' in positive, constructive ways.**
3. **Memorise the good things you have written out.**
4. **Sit quietly with your eyes closed and repeat them gently to yourself inside your mind with a smile on your face at the same time. The smile is very important because it is physiological programming – it is associating those good sayings and good experience.**

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Kinaesthetic, good, confident feelings

I want to talk to you about those good feelings, Ki. They are very important because they are the whole reason you may have initially bought this program. People who do not experience them think they are mystical and they do not know where they come from or how to find them. They think that somehow other people were in a magical queue and were given lots of them and they got to the front of the queue and stocks ran out.

There is nothing mystical about feeling confident. You are the creator of your own feelings. You always have been. Some people learn by osmosis from their parents or mentors how to create those good, confident feelings quickly and automatically in the things they do. They have learnt the automatic actions that led to creating confident feelings. You are now learning those skills.

Recognising confident Ki

You have already had those good confident feelings many times in your life when you learnt to walk, run, swim, use a computer, complete a task, received compliments on something you did well and many, many other times.

So you already know how to feel confident. You already know that feeling. It is a feeling you have had before and can recognise what it was like.

Stacy:

"I never thought of it like that. It didn't occur to me that I already knew what confidence felt like. I just assumed that because I was having trouble with confidence at work that I was an unconfident person. When you put it like that, I suppose I do know what confidence is like and I am a confident person who needs to learn to spread my confident abilities into the work area.

"I like that way of looking at things because it takes the pressure off me and allows me to turn my journey into a project. Now I realise I've already been successful at doing confidence, so it gives me more faith that I can repeat those successes."

Exercise: Recognising the feelings of confidence

1. **Find a quiet place where you can sit with your eyes closed and be quiet.**

2. **Go back in time and see a time when you were successful at something.**

3. **See how you look, hear the good voices that were happening inside your head; recall those good feelings of being confident.**

4. **Note where those good feelings of being confident began inside your body. Where did they spread to next? Follow their progress.**

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5. **Recognise and enjoy those good feelings of confidence. Remember them.**

Exercise: Compounding confident feelings

1. **Do the previous exercise three times linked to different times in the past when you were confident.**

2. **Each time, link the confident feelings to a cue, for instance saying the word 'confidence' inside your head.**

3. **When you say that cue word 'confidence' Ai inside your head you feel Ki, those feelings of confidence.**

4. **At the time you say 'confidence' Ai as a cue to re-experience confident feelings in the past, you can also recall the Vi And Ai from those good, confident memories.**

5. **You are learning to bridge the good, confident feelings of the past into the present when you need them.**

Brain mathematics

Here is your formula:

Confident, calm breathing + good, relaxed body language (including face language)

+ confident Vi of yourself

+ confident Ai of yourself > leads to confident Ki

The formula is simple and you need to learn it like you know the back of your own hand. You repeat it time and time again until it is an automatic action every time you want, or need to be and feel confident. Occasionally there may be added Gi or Oi like when you have just brushed your teeth and put on some aftershave or perfume for a date, but otherwise the formula is complete.

This is the Holy Grail formula for confidence that will work for you time and time again. I often refer to myself as a mind mechanic. This includes the mechanics of your physiology, thinking, emotions and behaviours.

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Chapter 4: Operating confidence

Reality check

In installing a sense of self-confidence inside our minds and personalities we must have reality checks. In psychology it is called reality testing. This is a self-test that tests whether you have a good grasp on the reality of the world, your place in it and your own abilities.

For instance, if you are a deeply talented person with numbers and you got a top mark at school in maths, there is a real possibility you may get into university to study accountancy. If, however, you never passed a maths exam at school it is unlikely any university would take you to study maths.

If you have never held a hammer or a chisel it is unlikely you would get a job as a carpenter. To try and get a job as carpenter in those circumstances would mean you had not grasped reality.

If you had spent your childhood helping your father with repairing the house and taking woodwork at school, you may well get a job as carpenter's apprentice. To apply for a job as an apprentice carpenter would mean you had good reality testing and you would have estimated well that you had a chance of getting the job.

You have to have a sense of reality about what you may achieve as a confident person, so your aspirations need to match your abilities and potential.

Raising your expectations

I mentioned earlier that as a child after 11 years old I never had any stable schooling. So I would have not got into university. What I did, though, was always read a minimum of two hours a day, so I was always learning. This allowed me to pass the college entrance exam when I was 14 and start college when I was 15. At university, as an adult, I always read all the required course reading before I started a course so I was always ahead of my game.

I raised my expectations of myself and the expectations of those around me about the eventual outcomes of my life. I became more than I was ever expected to be by those who had written me off. I became highly educated and was able to determine the course of my own life. It was not luck, but design.

You can raise the expectations for yourself to aspire to be confident in the things that you do or the things that you wish to do and the communications you make with others. That, of course, has to be backed up with the work it takes to initiate the confidence you display.

If you confidently introduce yourself as a chemist, you must actually be a chemist. If you are 40 years old and you wish to be a chemist, study now, today. I knew a woman who decided to start a chain of shops when she was nearly 40. She ended up with nearly 500 shops.

Life is short. Dream now and don't wait to make it happen

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Learning to love yourself

There is one person you are born with and one person you die with. That's right, it's you. You are the person you spend your whole life with. Just imagine for one moment spending your whole life with someone you do not like or do not love. How would that be?

Now, just imagine for one moment spending the rest of your life with someone you love. Ask yourself how wonderful that would be?

Lots of religions are hung up about people being in love with themselves. It is seen as sinful, self-centred, self-obsessed, narcissistic. All those social control mechanisms are designed to control people.

I love myself and hope you can love yourself too – now.

Not everyone will like you

One of the things that some people constantly worry about is whether people like them. Some people are plagued with self-doubt when others declare they do not like them. This is a fact of life. Some people may adore you, some people will like you some of the time; on a good day maybe even most of the people will like you most of the time; but never will all of the people like you all of the time. That is basic maths and politics. If, however, you thought everyone liked you, you would be delusional.

Human beings are animals. We are territorial and if you might be stealing another's limelight, they may bite you. Some people spend most of their time being angry and you just happened to chance along, so they bite you. Some people may be in a bad mood and you just happen to be the nearest target. The fact that someone may not like you might be absolutely nothing to do with you at all.

Some people think I'm fantastic and some people don't like me at all. I don't lose any sleep over the angry days of others. Of course if absolutely no one likes you at all, ever, you are in trouble and need to seek help from a mental health professional, because you may be either paranoid or acting inappropriately with others.

Men, women and those in between

Confidence is different for men than for women. Men are generally physically different, taller, larger, and heavier, subject to testosterone hormonal surges. Men are generally more physiologically aggressive by the nature of their biology. This can be seen very clearly when we look at studies that show us that when people take testosterone supplementation they often report feeling more aggressive.

If you watch men on a silent film you will see they have a greater range of body movement they use to stake out the area around them. Of course this does differ from culture to culture because body language always has cultural interpretations.

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Men generally lean forward more in their movements. They have quicker, larger, forward movements. It is part of their biology to conquor and mate. So men need to be aware that they are not intruding on other people's personal space and appearing aggressive.

So men, in displaying confident body language and behaviours, must always monitor themselves to ensure they do not appear unduly aggressive. For instance, behaviour towards women that might be normal in Saudi Arabia would not be socially acceptable in the USA, Europe or many other cultures where women have greater equal rights. Remember I talked in chapter one about the fine line between confidence and arrogance, which extends to the fine line between assertiveness and aggressiveness.

Women have their own behavioural challenges. Hormones, menstruation and behaviour are cyclical. Twice during the menstrual cycle, mid month at ovulation and pre menstruation, many women experience Pre Menstrual Syndrome (PMS). At this time they can become aggressive and short-tempered so it is often not the best time to make major decisions. They need to be careful in their communications at these times.

I encourage all women in my practice to keep a menstrual diary and to also monitor their moods and emotions on each day of their cycle by giving them numbers out of 10. As this is analysed six months later, it can indicate when the best communicative periods of the months may be for them.

Women have a lower sense of gravity than men, have wider hips and tend to waddle more than stride. The weight balance is more centred between the two sides of the hips. Women sit more in their weight than men do unless of course the man is overweight. This can be a great advantage for women in that when they communicate, they can communicate from that established, stable centre of gravity outwards.

It has become fashionable in the West to try and treat women just the same as men but they are not and each sex needs to be aware of their sex and gender differences in the way they do communications.

For the 1% of people who may be sex and/or gender diverse, there can be a fear of communicating in the wider society. Be not afraid. Find your own ways of using your body language as a combination of styles that work specifically for you.

Present yourself well

When I'm cleaning the car and sweeping out the garage I wear my old clothes. But I do not go to work in those clothes – I wear something smart because no one wants a clinician who looks as if they just got out of bed.

Dress according to the occasion. It helps to put other people at ease and also gives a sign that you have made an effort to be comfortable around others. You would look pretty silly going to dinner in a bikini.

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Ensure your personal hygiene is attended to so you are presentable. If you are a welder and your hands get dirty, ensure you have a manicure and clean your nails before you attend a banquet.

To be a confident communicator you need to be able to put other people at their ease so they are able to open up to you comfortably.

Taking risks

Life is about taking risks. If you stay only in your own back yard you are never going to see the world. If you do not make the effort to try new things, your experiences will be very limited.

Choose to engage

I am always learning new skills. I am qualified in 10 professions and I practice all of them. The variety keeps me excited about going to work. My clinic is designed so as I go from room to room with each part of the clinic being set up for different disciplines, I'm excited, invigorated and having fun in what I do.

Choose to take risks

In learning to be more confident you need to put yourself out into the world. That includes taking the risk of interacting with new people. Just recently I went to a talk by a professor who specialises in a certain field. After the talk I went over to him and enlisted him in a project I will be running later in the year. I get his help and he gets his name in print so it will be a win-win situation. I took a risk in approaching him and it paid off. If it had not paid off I would have tried someone else.

Living in the positive zone

Adopt a positive outlook. Look for the positive in everything that happens. Reinvent that positivity in your life each day, several times a day. Confident people adopt a good sense of optimism.

Some people live on the edge of the black hole. They are deeply negative, pessimistic, and destructive and will turn on you and attack you if you challenge their reality. They have become so used to living on the edge of the black hole that they do not want to try anything different.

Part of their quest in life is to drag other people into the black hole – do not join them. They will attack others in front of you to prove their power. Do not succumb and be seduced – stay away from the black hole as it will swallow you up.

Form your confident communications positively

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Look up

One of the things I often notice about people who come into my office seeking to learn to be more confident is that they frequently look down below the visual midline of the horizon. Having better body language helps correct this by lifting your head more to seem more confident.

Unconfident people frequently look down in a gesture of submission. However, there is another reason that they look down and that is that they are accessing negative memories from the past. When the brain tries to access past negative memories, the eyes move down below the midline. It is the way the brain is wired and those past negative memories have negative emotional content attached.

In creating behaviour and experience in the present and future, we sometimes access past memories so that we can consult our own experiences. If our experiences were negative, the information we are relying on will also be negative and these experiences will not be useful in creating positive experiences.

In using any past memories to create positive experience in the present and future you need to access positive memories and experiences. You do that by looking in a way that does not accesses past negative emotions.

Exercise: Accessing past positive memories

1. **Sit in a chair where you will not be disturbed and close your eyes.**

2. **Look up inside your visual field inside your mind with your chin held up.**

3. **Remember a time when you were really confident. See a picture of yourself, hear what you may be saying and notice how you felt.**

4. **Note what it was that made you really confident at that time: your body language, your breathing. How did you see yourself? What were you saying to yourself inside your mind? Be aware of how good you feel.**

5. **Remember and bookmark that good feeling again. Attach that good feeling to a word such as "confident".**

6. **In future, when you want to feel confident, you can remember again to say that word "confident" inside your mind, look up see that past memory of being confident inside your mind as a good reference.**

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Exercise: Access negative past feelings

This exercise is an experiment only but I want you to do it so you can know the difference about accessing past experiences.

1. **Sit quietly in a chair with your eyes closed.**

2. **Remember a time when you were not confident; remember the emotions.**

3. **Access that experience by looking down inside your mind with your eyes closed. Notice how you become flooded with negative feelings. Do not panic.**

4. **Clear your mind. Erase the last negative feelings. Go on to lifting your eyes up inside your eyelids to remember the positive, confident experience again and allow those positive, confident feelings to flood you.**

No experience is a mistake, simply a learning experience. If you had never known what it was like to feel unconfident, you would never be able to recognise and operate confidence. Confidence is the learning that came after unconfident. Only by knowing the difference between being unconfident and confident can you orientate yourself to confidence. Remember, you have to do things differently in future from this point forward.

"Insanity: doing the same thing over and over again and expecting different results."
– Einstein

Self-Affirmation

Self-affirmations are very powerful. They are your internal programming. As you say them to yourself inside your mind they help make your reality come true.

Future paced (programming for the future) "I will....."

Possibility (ego strengthening) "I can....."

Present tense (creating your present reality) "I am....."

You design them yourself. You always form them in the positive. You can use them in self-hypnosis (see my Self-Hypnosis module), you say them to yourself all day long, inside your mind. You can program your present tense experience by using "I am....." and they are the strongest form.

Examples

I will be confident at my meeting and have a good meeting

I will smile a lot during my interview in a confident manner

I will remember my mind mechanics and create positive confidence

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I can be calm and smile when I am communicating with people

I can feel confident when I am dancing on the stage

I can enjoy my meeting today

I am confident, calm and collected

I am capable of pulling off this deal

I am a good, positive communicator

Values

The things you do and the personal communications you have with others need to be satisfying for you. You need to be able to live with your experiences after they have taken place. How those experiences took place need to leave you without regrets.

One of the filters you need to put your behaviours and experiences through is your value system. We all have different value systems but all of our value systems are important to us personally. If you transgress your value system in the things you do and the experiences you create, it leaves you with regrets later and feeling that the experiences were not only unsatisfactory but also uncomfortable.

Danny:

"I was offered this job travelling to different countries sorting out the manufacturing of our company's furniture. I've been with the company for 10 years. I wanted promotion and the money would be more than I'm making now. The thing is, though, I have two children under five years old and I'd be away a lot of the year. My wife would be alone with the children a lot of the time. I'd also miss out on lot of the children's younger years. We could buy a bigger house with the money but in the end I'd miss so much of my children's childhood.

"I turned the promotion down as in the end I value my family more than I value the increase in income. I'm confident I could've done the job, but the cost to us personally as a family would've been too high."

Just because you may be confident to do something does not always mean it will fit in with your values.

Exercise: Values

1. **Write out 10 of your highest values that you live by.**

2. **Get into the habit of checking those as you get more confident: what you do and who you become. Check to see if who and what you became fits in with your value system.**

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Chapter 5: Confidence in communications with others

I am going to start this chapter with the thought that we are all geniuses and all fools. What do I mean by this? Well, I mean that no one is perfect and if you try to appear perfect it will come across as insincere.

Genuine as sincerity

I want you to make this your most important element in your communications with others. People can detect insincerity. Just as I am writing this, some of my products were being launched. In reviewing the promotional videos I was asked if people may find me a little too eccentric. Some people do find me eccentric but I cannot see that myself because the only world I know is the one from looking out of my own eyes. Consequently I decided I did not want to change the way I was because it came from a deeply natural, sincere place for me.

I'm just me. I can't and don't want to be anyone else. I can be 100% successful at being me but I would fail at trying to be someone else and ultimately that would come across as being less than genuine. I add to my personal communications skills but the core of who I am must remain me.

I encourage you to be a sincere and genuine communicator, to retain your true essential core of who you are and add communication skills on top of that and you will come across as sincere.

Rapport

I talked earlier about rapport and that it was a ping pong match of communications between two or more people. In you being an *active* communicator you need to start off the ping pong match and initiate the communication. If the communication breaks halfway through and you lose rapport, you need to try and re-establish rapport at all costs. Without rapport there is no communication.

Eye contact

Good eye contact is important in confident, face-to-face communications. People trust people who are able to maintain good eye contact. People distrust people who have poor eye contact that makes them appear as if they are hiding something, are deceitful, unsure or potentially tricky.

You have a whole host of muscles in your face and they all work in coordination with your level of eye contact. All the different face muscles working together give micro communications to the other person as you are using your eyes to initiate, maintain and break communications. Therefore eye contact works in coordination with messages given by your facial muscle formations.

You open a communication by initiating eye contact and close a communication by breaking eye contact. There are certain codes of length of time of eye contact that exist in each culture.

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Too long a period of eye contact can be overbearing and may be offensive and too short may be insufficient to put across a good communication.

In Japanese, Chinese, and Korean cultures women keep very short eye contact but in the Western world it can be much longer and sustained. So in judging the correct length of eye contact you need to learn some social rules of that culture and observe communications from that culture.

The contact between two men is different than between two women and again it is culturally based. Too long an eye contact between two men can be perceived as a challenge or a sexual advance. The eye contact between two women is generally longer because women generally find other women less challenging. The eye contact between a man and woman can again, if too long, be interpreted as a sexual advance.

If, in a communication, you become aware the eye contact may be an indication of a sexual advance, you break the eye contact for a few seconds and then look back and keep breaking the eye contact, which is an indication you are not interested.

Exercise: Eye contact observation

1. **Take the time to do this research and learn to observe people.**

2. **Sit yourself in a café or restaurant run by people from different cultures and simply watch people's communications for a whole hour.**

3. **Be a fly on the wall at a party. Sit to one side. Observe people interacting and sometimes flirting with each other.**

4. **Go to a car sales room and watch the sales person trying to sell cars, noting their level of eye contact.**

5. **Constantly observe other people's communications and their eye language. You need this skill to be a good communicator.**

Know your body language

I cannot emphasise this enough. For you to be a good, confident communicator you need to be consciously aware of body language. There is no other way than reading about and studying body language to get you to that point. Skimming through a book and then forgetting what you read will not give you what you need.

As a communicator I am constantly watching other people's body language. In a one to one or more communication I am constantly watching the other person or people to see what they are experiencing. Since body language is more than 60% of all communication, it cannot be left to chance and not to pay attention to it in a communication would be negligent.

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If a person's body language is not congruent with what they are saying, you need to ask for clarity because you will be getting an incomplete and corrupted communication. The person may not even know that their communication is incongruent but you need to be able to observe that from your own perspective. If you part with an incongruent communication still happening, rapport has been broken and whatever you communicated about will not produce true results.

Exercise: Body language know-how

1. **Read at least three books on body language.**

2. **Practice your body language cues in front of the mirror.**

3. **Sit in a café and watch the body language communications between the diners.**

4. **Become a fly on the wall and watch other people's body language.**

5. **Try to assess if what they are saying is matching their body language.**

6. **Practice your body language so that what you are saying is matching the body language you are displaying. Check for your own incongruencies.**

Personal space boundaries

This follows on from body language awareness and activation. People inhabit what they perceive to be their personal space. This personal space changes according to circumstances. It is also cultural.

If you were on the London underground in rush hour, people are absolutely crammed into the carriages, side by side with no space between them. Sometimes you cannot even move your arms and you have to shout "Coming through", to get off the train at your stop. This is the normal etiquette of that situation. But if it were late at night and there were only three people in the carriage, a young man who sat right next to an unknown young woman would be considered to be invading her personal space.

In Japan people generally keep their feet in one spot when they talk to each other in the street. In Texas a male may move around the floor, marking his space as he talks to you. Texas is very big and there is lots of room so the rules about social spaces change. Neither is right or wrong, they just are relative to the place and the time.

You need to learn and observe rules around social spaces during your communications. If you get it wrong and invade someone's personal space, you will appear aggressive. If you are too far away, you may appear disengaged. When in doubt, admit your naivety and ask what would be comfortable for the other person.

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Communication styles: VAK

Most people use three of the five sensory systems as a predominate verbal means of communication: visual, auditory or kinesthetic.

Visual people **(V):** "Wow, dinner looks fantastic. I love the way you've arranged the red cabbage next to the yellow peppers with pine nuts. It looks great."

Auditory **(A):** "Wow, I heard you clattering around in the kitchen. Tell me, what have you made?"

Kinesthetic **(K):** "Wow, I'm so hungry. My stomach thinks my throat has been cut. I can't wait to fill myself up with your lovely food."

While people do add descriptive sensory words from the gustatory (taste) and olfactory (smell) system, they tend to stick mainly to V, A or K.

Write down some of your sentences (or record a conversation) and try and work out what is your main communication system.

Matching people's primary communication style

To be in empathy with the person you are communicating with, you can find out, by listening, what their primary system of communication might be.

Are they V, A or K?

Empathy is a conjoint communication where each person feels comfortable with the other. To promote empathy you might try starting to use the other person's main language for communication, matching them to being either V, A or K. You are speaking their language and increasing rapport.

Manners

Good manners are worth their weight in gold. It seems to have gone out of fashion in the Western world for parents and schools to teach good manners. People are chastised by the wealth they see in the media and they think they can gain it by being aggressive. Well, maybe you could, but what would you end up with? Just money.

The first thing that impresses me about anyone is good manners. When I see good manners I am willing to give my time to someone. When I encounter bad manners I close down and withdraw from communications. I think I can safely say I may be like most people in that respect.

If someone attempts to sell me something and they do not have good manners I generally go elsewhere. We never put posters in the window of my clinic but yesterday two Indian ladies came in and asked if we would display a poster for an Indian dance troop that were performing in Sydney. Their manners were so impeccable and they were so polite that they immediately won me over and we displayed their poster.

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The “pleases”, “thank yous”, when to sit down and when to stand up are like money in the bank of good, respectful and confident communications. If you are unsure about your manners, start reading about etiquette and how you may learn to be a very polite person. Take etiquette lessons if necessary.

Length of communications

In considering how you and the person or people you are communicating with can maximise comfort and allow you to be confident, it is important to judge that a communication is the correct length of time. You will need to judge this yourself carefully.

Someone who stays too long may become a burden and someone who does not stay long enough may appear to be in hurry to leave. It is a good idea to estimate beforehand that you know how long your communication will take so you can judge what you need to get into the communication and what you may need to get out of it too.

Also you may need to estimate what the other person or persons might need from the communication so you can operate good time management. That way all parties can confidently leave the communication feeling satisfied.

Being receptive and an active listener

A major skill as a confident communicator is to know how to say nothing and do nothing and be receptive to the other person’s communication. Some people may stumble over their words, have difficulty trying to find the right thing to say, or be nervous, so you need to be a good, active listener. Confident people are those who know how to listen just as much, if not more, than they talk. The information you gather when you are listening and observing is essential to the effectiveness of the communication.

Volume of communication

Have you ever purposefully avoided a loud person? I have because I’m auditory and everything is loud to me. I’m an auditory person so my hearing is very sensitive and I pick up conversations very easily. I listen better when someone speaks softly. Be sure in your communications that the volume of your voice is in line with what may be comfortable for the person or people with whom you are communicating.

If you speak too softly people have trouble hearing what you are saying and they look nervous, which in turn makes you nervous. So to keep your confidence, monitor the volume of your voice so that it is being sufficiently heard but not too loud.

Analysing the communications

People do not always say what they mean. For instance, my niece asked if she could stay home from school because she was very tired that morning. She said she would study at home. It so happened that she had a date in the evening but very early. It was the first time she had dated the boy so she wanted look her best. Late afternoon she miraculously felt better and started to get ready for her date.

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When I telephone my mother and ask her how she is, she tells me, "Not bad". I did not ask her how she was not. If I ask the same question three times, she will eventually say, "I'm OK."

Sometimes you may have to ask someone the same question three times in a different way to get a clear answer. As a confident communicator you can gently tease out of the other person what they are really trying to say to you.

Checking back understanding with people

Because people do not always say what they mean, it is important for you to check back with them that you understand what they are trying to say. You can repeat what they say back to them and ask if that is what they are meaning.

You might use clarity questions to break down what they are saying into smaller chunks and get them to verify each part of the statement so you have a good, common understanding. Do not be annoying and use it all the time but do seek clarity when needed.

Checking your own language

Like everyone else, we do not always say what we mean, so we need to monitor our own communications to check if what we mean is what we say. Again, here we are looking for congruence.

Sometimes it is a good exercise to just spend the day writing what you said in a notepad and at the end of the day, review it to ensure your communications were clear.

Checking during communications

How might you improve your language?

Is your language plain, simple and to the point?

Is your body language in line with the communication you are making?

Is your face language congruent with the rest of the communication?

Is your breathing at a similar pace to the other person?

Is your body language saying what you want it to say?

Are you being understood?

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Chapter 6: Creating your confidence zone

You will only take from this module what you think applies to you. However, you might wisely consider that confidence is more than your thoughts, action or behaviours. Confidence begins from deep inside yourself and from deep inside the wellness of your body. A higher level of wellness contributes towards your confidence. The body is a biochemical machine and you have the choice of treating it like a Rolls Royce or a broken down old truck.

Honour the body from which you communicate

1. Eat a vegetable based diet for vitality and health (See my Natural Eating and Vitality Hypnosis module). As a naturopath as well as a clinical hypnotherapist, I see the difference it makes when people begin to treat their body as a temple. Everything changes physically, mentally and spiritually. You begin to start your confidence from a different place, a place of health and caring.

2. Do not smoke (see my Stop Smoking Hypnosis module). Smoking makes your body so acid that it clouds the mind and disables your physical ability to be a clear thinker.

3. Do not abuse alcohol or drugs (see my Drug and Alcohol Recovery Hypnosis module). To be a communicator from your true, centred self, you need to be clean and sober.

4. Exercise regularly (see my Exercise Motivation module). Exercise promotes mental wellbeing.

5. Each day spend time paying attention to your body mind and wellbeing. You can learn and practice self-hypnosis (see my Self-Hypnosis module), meditation, visualisation, or if you are a religious person you can pray. Whatever you do, make it every day to maintain mental and spiritual wellbeing.

Physical difficulties

Not everyone enjoys good health. Some people have disabilities that they need to deal with on a daily basis. In learning to be more confident we all come from a different place and that is OK. We are all differently abled and that is OK.

In you becoming a more confident person, please remember to give space to those who are differently abled. Just as importantly, give time and listen and learn. Confidence is not always being at the front of the queue.

What are you giving?

Many of you may be doing this module to help you get on in life. We have to make a living, feed our families and pay for the house, car and all the other trappings of modern life. But as you go forward now, gaining the power of self-confidence and confidence in your communications, please remember it is not all about you. If you find in life you have power, remember with power comes responsibility.

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The only riches you can take to your grave are the memories of the impression you left behind by your life. Try and let it be a good impression, not a solely selfish impression. With success, remember to give back of your time and attention and you will find this only strengthens your confidence.

Rehearsing

As you practice your skills as a person with good self-confidence who is constantly learning how to be a good communicator, develop a third eye. This is the ability to see yourself from a distance.

Stand in front of a mirror in your bedroom and watch your communications.

What can be improved?

What can make you more friendly?

Record yourself on your mobile phone or video recorder. Listen to your voice and your speech patterns.

What can be improved?

Video yourself so you can see and hear yourself to see how you perform. How do you come across? What can be improved? Keep doing that until the end results are satisfactory. Do it again and again and improve each time.

Ask others to observe you and give you positive, constructive feedback. In other words, not how bad you are, but noting the good things you are doing and what things may be improved.

At the beginning of this module I talked about you making your communications genuine and sincere. In doing that, you can also make each communication a performance to get across the meanings of the communication you choose to make. You have been learning about the science of helping you become confident and you can also remember that confidence is a rehearsed art as well.

Join a conversational and discussion group and learn how to form your communications in an articulate and effective way. In such groups you can practice your confident communication skills. (See my Public Speaking and Presentation module).

Modelling

This is a behavioural method of choosing a person whose behaviour you would like to have and copying what they are doing. You can do this with people who display the kind of confidence you would like to have. It is a form of reverse engineering.

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Exercise: Modelling

1. **Choose someone who displays the kind of confident behaviour you would like to have and study them.**

2. **Break down everything they do into small chunks. For example: How do they walk, stand, sit, move? What facial expressions do they use? What is their eye contact like? How do they dress? What is their manner? How is their voice? At what speed and meter do they speak? What is their voice tone like? What kind of phrases do they use? What are their tastes and philosophies? What work do they do? How do they make their money? How do they wear a certain perfume or aftershave? When I say break them down into small chunks, I mean map everything about them. Take a lot of time to do that in great detail.**

3. **Now begin to do what they do to create that confidence. Be precise. Practice doing confidence as they do.**

Modelling is a very good method to learn skills. I often model people to learn to do what they are able to do. You do, however, have to be careful. We all have our own oddities and when you model someone you need to be careful not to take on their bad qualities. When you chunk back up the elements you have copied for yourself, to do what they do, you need to miss out the things they do that you do not want to do.

Handling rejection

Fear of rejection is the single biggest reason people do not put themselves forward confidently in life. While I talked about this earlier I want to touch on it again here. When people come into my clinic saying they want to be more confident, they have often held back because they fear that others may see them as not very clever, not attractive, not knowledgeable enough, not skilled enough, not educated enough, not wealthy enough, and a whole host of other reasons that they fear they may be rejected for.

I want to confirm this is true. During life, people will reject you for 1,001 reasons. Some of those reasons they will tell you about to your face and some they will never mention. Get used to it. Many of those reasons will be nothing to do with you.

Mona:

"At school I was never a fashionable girl who ran with the right set. I'm sure you know what I mean. My parents didn't have much money so I got the standard school uniform and couldn't afford fashionable clothes. They're lovely people who tried their best so I didn't mind. I wouldn't swap them for anything. Some of the Alpha females used to mock me at times and called a dork.

"If I hadn't have had such a loving family I'd have been a mess. Those Alpha girls were rude to two big girls, a punk and the class lesbian too, so I wasn't alone. So I learnt that I could be rejected for any reason at all and the rejection isn't necessarily about me but about what's

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going on in the other person's mind. I think those girls might have had some problems later in life when they were faced with rejection because they were so desperate to be liked."

Never gossip or project

You may think this is a very obvious thing to say. Yet I shall say it anyway.

Gossip is one of the most destructive forms of communication that is capable of destroying other people's good mental state and lives. The newspapers and the media are full of gossip; - that is, supposed facts which are not based on real facts. Those supposed facts are often incorrect but the media publishes them because they make more money from the gossip than they have to pay out in lawsuits. No matter how much you work on your confidence, if you gossip, you lose all credibility in the eyes of others.

Projection is when you think something is happening with someone else or that they are thinking something, maybe about you, but it is only based on your own imaginings. In your communications, stick to the facts. Do not project your imaginings on to others. If you want more information about something, ask people politely but never presume you know something for which you have no facts.

From a place of peace

Try as much as you can to begin your confident communications from a place of peace and good intentions**.** By doing this, people generally respond well to you. You will often encounter rude, deceitful and angry people. That is life. Try not to be dragged into their darkness. Try to begin your communication from a place of inner light.

Go forward and be confident

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Chapter 7: Frequently Asked Questions

The theory is one thing but the practice is another. What if I fail?

We all fail every day of our lives. Without failure we would learn very little. Look at failure as an opportunity to learn. As you said, it's about the 'practice', and that is what you need to do; practice your skills. You can never get somewhere if you do not start from somewhere else.

Change the 'but' to an 'and'. Try: 'If I fail, I will learn something and try again until I succeed.' Never give up.

Do I have to do the hypnosis so often?

Perhaps you might like to think of the hypnosis as a pleasure rather than a chore. The hypnosis is designed to help you change your mindset, thought pattens and behaviours. Look at it as an opportunity to be kind to yourself. Start thinking positively.

There seems a lot in this module to learn. Must I learn it all?

You bought this module to learn things about how to be confident. Make sure you get your money's worth and learn every possible thing it has to teach you.

I'm unsure whether I will be as confident as everyone else.

I hope you will not be. I hope you will be confident in a specific way that is right for you, expressing the beauty of your own personality. There is no benchmark of confidence. What you can experience is being confident in a way that is right for you and helps you be comfortable with yourself.

I've felt so calm, relaxed and much more confident in listening to the digital recording. Will it last?

Yes, if you maintain your sense of self-care. You see, the mind is just as important as your diet or going to the gym: you need to eat and you need to exercise. You also need to take care of your mind and wellbeing every day.

Every day I do my self-hypnosis and I put those good affirmations into my mind. It's my job to keep my mind well fed with good thoughts. If I go out in public and meet and greet people I do my brain mathematics. I accept I have a responsibility to take care of myself. As you do, to make sure that those good feelings last.

I'm a lot more confident than I used to be. My partner seems much more grumpy, though.

As you change, your relationships change. You are not the person you used to be, so your partner is with a different person. The dynamics of the relationship have changed. This is

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normal as people grow and change throughout their lives; if the relationship cannot change, it will die.

Try to involve your partner in the positive changes that are happening to you. Acknowledge and celebrate your successes. Let it be a happy joint change. Be diplomatic and thank them for supporting you. Empower their part in your change.

People have noticed a change in me. At work they keep smiling at me and asking me what I have done. I used to hide behind my computer and not talk to anyone. Now I'm chatting at the water cooler. What if I have a relapse?

You do not have to be perfect. You can only be you. If someone close to us dies we all fall to pieces in our own way and then we pick ourselves back up and carry on with life.

What seems to have happened is that you have come out of your shell. You have let people see the real you who can be friendly and worth knowing. You have become confident in yourself. Enjoy it in the present and deal with the future when it comes. Plan for it but make sure you live in the present.

So I got what I wanted. I am able to do and be confident. It's great. The question is: Having done this module, have I done enough?

Life is a journey. It is great that you are able to do, be and feel confident now. I'm always doing courses myself and learning all sorts of new things. Only if you want to, maybe you can look up and take some more self-development courses and enjoy the natural process of human growth. Invest in yourself. It's really empowering to discover you're more than you ever thought you could be. Congratulations!

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Final word

In this module I've talked to you a little bit about my own personal journey: how I found myself parentless at times as a child and from the poorest family on the block, some days without something to eat and virtually no schooling.

Overcoming my medical issues took a large chunk out of my early life and the medical mistreatment I received left me in the end with very little confidence. Sure, to the outside world as a glamorous dancer in Paris, I seemed confident and beautiful, but inside there was an absence of confidence in my intellect.

I had to work to pay for my education as an adult, but in the end it allowed me to get to the place in life I had always wanted to be: working in my clinic, seeing patients, writing books like this and producing my self-help modules. I had to learn to construct my confidence in my intellectual abilities to achieve the academic level of education I rose to, which far surpassed what was expected of me as a child. It took repetitive self-building of my own personality by me, day after day, after day.

What it taught me was that people underestimate their abilities. If you have the ability to read this book, you have the ability to achieve whatever you want in life because you have the ability to educate yourself.

Enjoy your confidence

Tracie

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About Dr Tracie O'Keefe BHSc, ND, DCH

Tracie is a qualified and registered clinical hypnotherapist, psychotherapist, counsellor, mental health professional, sexologist, Aesthetician, physical therapist and trainer working from a naturopathic perspective in Sydney, Australia.

She trained at a post-graduate level with the National School of Hypnosis and Advanced Psychotherapy in London, UK (UKCP-recognised school). Her degree and doctorate in clinical hypnotherapy were earned at the American Institute of Hypnotherapy in the USA and issued in co-ordination with the Bureau for Private Post-Secondary and Vocational Education in California.

She has been a family and couples therapist, a sex therapist and addictions therapist for many years. Tracie is also a qualified clinical naturopath, medical nutritionist and medical herbalist, who trained in nutritional medicine with the Australian Institute of Applied Sciences and she earned a Bachelor of Health Sciences Degree in Complementary Medicine from Charles Sturt University.

For more than 30 years she has been helping people empower themselves and achieve their goals. Before coming to Australia, she practised for many years at the London Medical Centre, Harley Street in the UK and is currently the director of the Australian Health & Education Centre, Sydney.

www.doctorok.com

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