



CONFIDENT OR ARROGANT

**Leader's Guide, Fact Sheet
& Quiz**

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5235 CONFIDENT OR ARROGANT FACT SHEET

LENGTH: 4 MINUTES

PROGRAM SYNOPSIS:

This program explains how confidence is essential in the workplace, how to determine if someone is confident or arrogant and how to interact with arrogant employees. Confident people are comfortable in their own skin. Their confidence is grounded in experience and a sense of self-worth. Their words and actions are inspiring. On the other hand, arrogance is destructive in the workplace. Arrogant people are not comfortable in their own skin and are often insecure. Their arrogance is an over-inflated sense of their position and power. Their words and actions show they are above everybody else.

PROGRAM OBJECTIVES:

After watching the program, the viewer will be able to explain the following:

- How confidence creates and arrogance destroys;
- Which questions to ask when determining if someone is confident or arrogant;
- How to cope with arrogant people.

PROGRAM OUTLINE:

CONFIDENCE CREATES VS. ARROGANCE DESTROYS

- Confidence is essential in the workplace.
- Confident people are comfortable in their own skin. Their confidence is grounded in experience and a sense of self-worth. Their words and actions are inspiring.
- Arrogance is destructive in the workplace.
- Arrogant people are not comfortable in their own skin and are often insecure. Their arrogance is an over-inflated sense of their position and power. Their words and actions show they are above everybody else.
- In short, confidence creates, arrogance destroys. This is not to say people who are arrogant are bad people. It is a characteristic that is generally transparent and can adversely affect morale and productivity in the workplace.

DETERMINING IF SOMEONE IS CONFIDENT OR ARROGANT

- Do you drop names to enhance the story? A confident person tells a story to make a point, not show off. An arrogant person endlessly chatters about who they know.
- Do you avoid eye contact? A competent person will look you directly in the eye. An arrogant person will make very little eye contact.
- Do you arrive late and disregard rules without apologizing? A confident person abides by the rules and apologizes when wrong. An arrogant person thinks they're above the rules and never apologizes.
- Are you condescending and embarrass others? A confident person is respectful of others. An arrogant person will devalue others, especially in front of a group.
- Do you often interrupt conversations? A confident person will listen intently and respond appropriately. An arrogant person seldom listens but enjoys dominating the conversation.
- Do you present yourself as a know-it-all? A confident person will share what they know in a congenial manner. An arrogant person brags and pretends to know more than you.
- Do you blame others for every problem? A confident person takes responsibility and works to resolve problems. An arrogant person blames everyone else but themselves.
- Are you open to learning and change in the workplace? A confident person is open to all ideas that improve the company. An arrogant person is resistant to change because their way is best.
- Expanding beyond confidence or arrogance, are you willing to ask how your words and actions affect others?

COPING WITH ARROGANT PEOPLE

- Sometimes it takes a mentor or training to change one's attitude. Here is a good place to start: how to cope with arrogant people.

- Enter every conversation feeling confident and open to new experiences. Be empathetic, knowing that arrogant people are often quite insecure.
- Give people a chance to reveal their true nature. Consider constructive ways to interact with people. Use every opportunity to improve your listening skills.
- Assess the situation. Be tactful. Find humor whenever possible.
- Agree politely; never making anything personal. Be honest and tell them how you feel, but only if you feel it would be heard.
- Keep in mind you always have choices. For example, change the conversation if necessary.
- When you see them coming, look like you're busy and if necessary, keep your distance if they affect your sanity.
- Tolerance is very important in every organization. The more you work on yourself, the less you will react to difficult people. Be confident.

CONFIDENT OR ARROGANT

ANSWERS TO THE REVIEW QUIZ

1. a

2. a

3. b

4. b

5. b

6. a

**CONFIDENT OR ARROGANT
REVIEW QUIZ**

Name _____ Date _____

The following questions are provided to determine how well you understand the information presented in this program.

1. Which of the following is NOT a trait of arrogant people?
 - a. Comfortable in their own skin
 - b. Often insecure
 - c. Enjoys dominating the conversation
 - d. Over-inflated sense of position and power

2. _____ will look you directly in the eye.
 - a. A confident person
 - b. An arrogant person

3. _____ will devalue others, especially in front of a group.
 - a. A confident person
 - b. An arrogant person

4. _____ is resistant to change because their way is best.
 - a. A confident person
 - b. An arrogant person

5. You should never try to use humor when dealing with an arrogant person.
 - a. True
 - b. False

6. Tolerance is very important in every organization.
 - a. True
 - b. False