

COMMUNICATING WITH CONFIDENCE

Dartmouth College Center for Professional Development
"Dare to be *Different*"

3 Tasks

Know your message

Know yourself—your core value, what makes you strong, what makes you weak, how you react

Know some techniques that enhance presence and message

Presence

Handshake

Eye contact

Stature

Gait

Posture

Delivery Characteristics and Elocution

Listening vs. hearing

Language

Eye contact and facial expressions

Gestures

Posture and movement

Rate of speech and vocalized pauses

Volume

Pitch and inflection

Enthusiasm

Speaking Confidently

Guidelines for Communicating Confidence

- Know how you react to stress
- Know your strengths and weaknesses when communicating with a person or persons
- Know interviewing principles
- Know that you are your worst critic
- Know yourself
- Believe in yourself and skills
- View communicating positively
- Visualize success
- Project confidence
- Practice

glassdoor.com

Hypothetical "Tell me about yourself" Response

INTERNSHIP DESCRIPTION: Accion International Internship

Accion's Internship Program sends dedicated individuals to partner institutions to help facilitate programs related to microfinance, impact investing, and financial education can have on the lives of the working poor. The program offers interns unique exposure to the work of Accion's partners in the field. Interns are typically placed at microfinance institutions, NGOs, fintech startups, and Accion's programs in China, Guatemala, India, Mexico, Paraguay, Tanzania, United States, Zambia, and other countries as opportunities arise. Although the focus of a typical assignment is to document experiences in the field through blogging, photography, and social media, Ambassadors may be tasked with a variety of activities, from working in Human Resources to performing financial analyses.

<p>Intro and Hook</p> <ul style="list-style-type: none"> • Thank them • Convey excitement • Add overview or hook if desired 	<p>Thanks again for giving me the opportunity to sit down to talk more about the position. When I first read the internship description, it almost felt to me that I was writing what would be my dream job, and so I'm really excited to share a bit about myself and see if my background could benefit the work you do at Accion.</p>
<p>Education (my key points)</p> <ul style="list-style-type: none"> • Geography major • Has taken math and English classes • In one class, read about cultures where men migrate to work and women look after local economy 	<p>I've always had an interest in how cultures evolve and the impact that place, socioeconomic institutions, and tradition have on people. Here at Dartmouth, that drive led to declaring Geography as my major. This major has allowed me to take very interdisciplinary approach to the relationship between people and their environments, and I've studied that relationship through the lenses of culture, social structures, and even by used technical tools like GIS mapping software to examine trends and relationships. For me, one of my most impact courses—Women in Place—looked at the role of women in societies where men leave for seasons at a time for migrant work, for example in the border states of Mexico, or in Morocco and other North African nations. This course got me thinking that even though these are patriarchal societies, women play a very nontraditional role in the local economy. I started wondering what it would look like if they had capital to start small cottage industries, like food stands or textiles, for example. As I looked into it more, I discovered microfinance and knew that this was something I wanted to be involved in.</p>
<p>Experience (my key points)</p> <ul style="list-style-type: none"> • Volunteered at local food bank • Raised money for cancer research through charity runs • Serve as Co-Chair of Afro-Cuban Dance Society 	<p>Stepping away from my academics, I wanted to highlight some of the experiences on my resume that have helped prepare me for the position you're hiring for. Since 2013 I've volunteered my time at Full Plate Food Bank. I started as a server, but over time I was asked to take on more responsibility, to the point where I now help operationally with food orders, inventorying supplies, and doing social media promotions for them. The facebook page I designed for Full Plate now has 310 followers in a community of 3000—that's over 10%—and it's generated over \$4000 in cash donations. I'm a former high school athlete, and over the past two years I've used my love of running and the enjoyment I get out of giving back to charitable causes to raise money for cancer research. I led a grassroots effort amongst friends and family that netted \$2000 for cancer research. I also serve as co-chair of the Afro-Cuban Dance Society at Dartmouth. Our mission is to share these dance traditions with others, and to that end I led an expansion of members and events, to the point where we now perform at colleges throughout New England, whereas before the club was very small.</p>
<p>Skills/Aptitude (my key points)</p> <ul style="list-style-type: none"> • Communication and writing • Fundraising for charity • Community development 	<p>When I reflect on what these experiences say about me, I'd emphasize three things: First, my track record for supporting charitable giving and community development, which relates strongly to the mission and mechanism that Accion. Second, as a liberal arts student at Dartmouth, I've not only been able to delve into technical areas relevant to microfinance, but I've also pursued coursework in math and the humanities that's enhanced my ability to analyze situations, think critically, and communicate to an audience. And lastly, I love making things happen: as with Full Plate and the Dance Society, I see my mission as one of expanding initiatives to improve organizations. I'd be really motivated to bring this attitude to Accion, and I'd be equally excited at how I could learn and grow from the experience.</p>

DEVELOPING YOUR PERSONAL PITCH

Communicating with Confidence

"Tell me about yourself." "Walk me through your resume." "Discuss your background." Nearly every interview you'll have will start with some variant of a question like this. For the unprepared, these can be intimidating—where do you start? And what do they want to hear? Following the guidelines below, you can craft a 2-3 minute personal pitch that will wow interviewers. Flip the sheet over to see an example and begin planning your own pitch.

<p style="text-align: center;">OVERARCHING STRUCTURE</p> <ol style="list-style-type: none"> 1. Education: Highlight your major and any specific courses that relate to or have influenced your interest in the position. ↓ 2. Experience: Discuss your most important and relevant roles and impact in previous positions. ↓ 3. Skills/Aptitude: Distill what's made you successful, ideally linking it to the position you're interviewing for. ↓ 4. Interest: While often covered in the next question, you can offer quick statement saying what compels you about the job/firm/industry 	<p style="text-align: center;"><i>What interviewers are looking for...</i></p> <p>INTENTIONALITY: You have a demonstrated interest in the position—you've been working toward this position and your overview shows that.</p> <p>FOCUS/RELEVANCE: You hone in on the most relevant details, and they are meaningful as it pertains to the search criteria.</p> <p>NARRATIVE: You can frame this as a story, possibly including hooks, meaningful transitions, and conclusions.</p> <p>AUTHENTICITY: You're genuinely present and trying to connect, not reciting a canned speech.</p>
<p style="text-align: center;">STRUCTURE OF EACH "BUCKET"</p> <ol style="list-style-type: none"> 1. Headline: Offer a simple, punchy synopsis of your main point or central claim. ↓ 2. Grounds: Cite real-world actions or evidence that make the headline true. ↓ 3. Rationale: State the logical connections or principles that make your grounds valid and relevant. ↓ 4. Takeaway: Conclude with the key point you emphasize to your audience. 	<p style="text-align: center;"><i>What interviewers are looking for...</i></p> <p>STRUCTURE/FRAMING: You help interpret why your experiences matter by providing context, evidence, and insights.</p> <p>CLAIM/VALUE STATEMENT: You're interpreting experience and providing an individual perspective: you're going beyond "just the facts."</p> <p>IMPACT: You show that you achieve results and a make a difference.</p> <p>ENGAGEMENT: You convey that you're interested in the subjects you discuss, you're thoughtful, and you desire to share this with the interviewer through tone, body language, and eye contact.</p>

Use this as a starting point and feel free to reorder, emphasize some sections over others, etc.