



*Working (and Living) Confidently
In an Uncertain World*

**A Sport Psychology Pro's Take on Handling
Life's Ups and Downs**



NEINSTEIN
PLASTIC
SURGERY

MindSet

Nathaniel Zinsser PhD

“PSYCHOLOGIST”
Fixes “Problems”

“MENTAL SKILLS COACH”
Promotes Excellence



ABNORMAL

NORMAL

SUPERNORMAL

SO WHAT?

You are all
(and will continue to be)
“Performing Athletes”!

ATHLETE – athlon; aethlos
“to contend for a prize”

Your Confidence MATTERS!

What the Pros say...

1. When talent and training are equal,
the most confident competitor will be the victor

“The top 10, 20 , 30 competitors are all within a tiny percent physically...so why someone wins and someone doesn't is about what's in the head”

- Mark Allen, 6X World Ironman Champion

“It's mostly about confidence. If you go up there thinking you might not get it done, you're out already. I KNOW I'm going to hit you.”

-David Ortiz, HoF Baseball Player



What the Pros say...

2. Performers consistently attribute breakthroughs to Confidence

“Because I learned how to be confident, I achieved the highest level of athletic performance possible for me at the time, with two PR’s at the 2000 US Track and Field Olympic Trials.”

- *Dr Alessandra Ross, US Olympic Team
US Army Orthopedic Surgeon*



“We Just had Confidence!”

-Jill Bakken,
Olympic Gold Medalist, Bobsled



What the Pros say...

2. Performers consistently attribute failure to *lack of confidence*

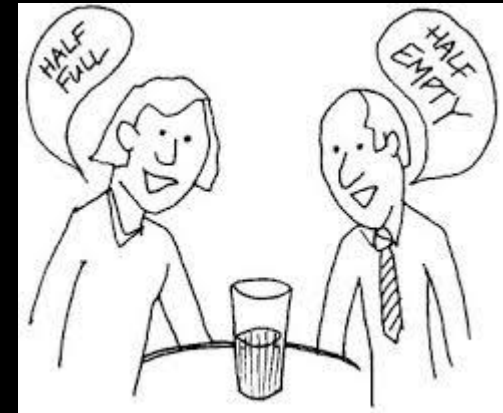
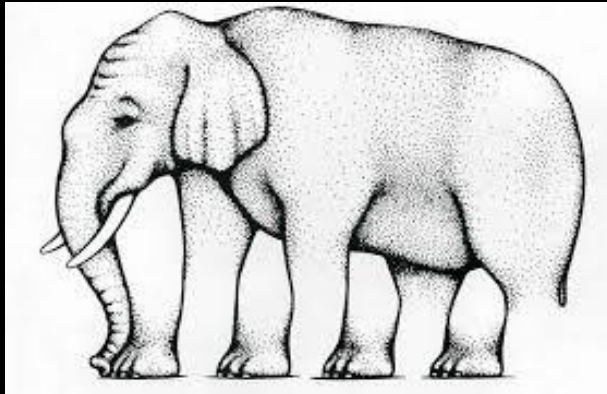
"They were a little hesitant, and at this level you get killed for that."

-Claudio Reyna, US Soccer Team Captain



Why “Confidence” Makes the Difference:

1. Confidence influences your perception of any situation



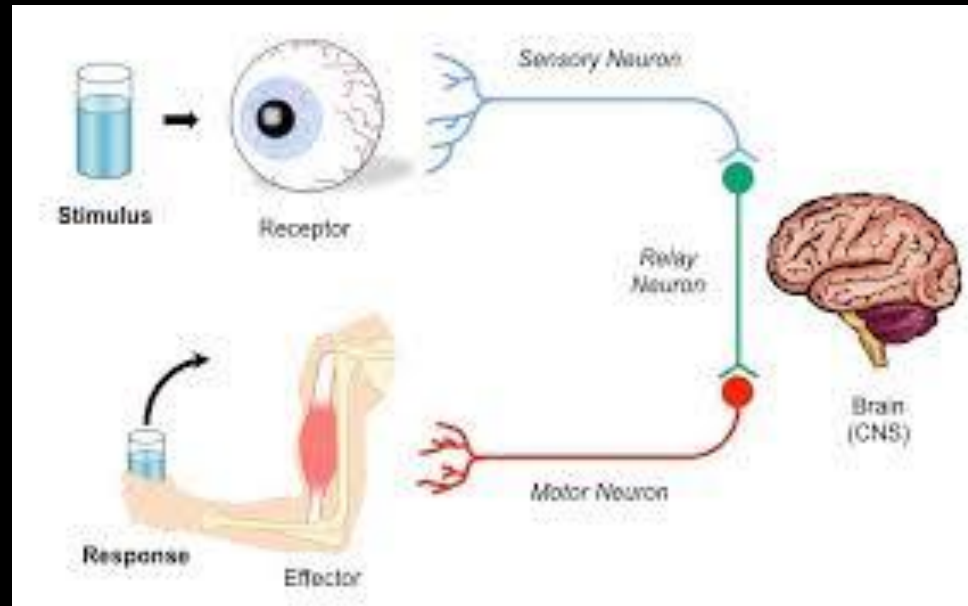
Why “Confidence” Makes the Difference:

2. Confidence influences your automatic recall from your stored experiences of the proper response



Why “Confidence” Makes the Difference:

3. Confidence influences your unconscious instructions to your body about how to make the right move or the right comment at the right instant



Dr. Z's Definition of Functional Confidence:

A sense of certainty...

That feeling of having complete faith...

about your ability...

that you can do something or that you know something...

that allows you to bypass conscious thought...

so well that you don't have to think about it...

and execute unconsciously.

so you perform it automatically and instinctively.



What the Neuroscientists Say...

“Overwhelming support in the scientific literature for the notion that high-level performance is marked by economy of brain activity that underlies mental processes.”

Hatfield, B. & Kerick, S

**“The Psychology of Superior Sport Performance:
A Cognitive and Affective Neuroscience Perspective”**

Understanding Functional Confidence

Building Functional Confidence

Protecting Your Confidence

Testing your Confidence IQ

True or False? Confidence is...

1. A genetic trait that generally does not change
2. An all-encompassing quality that applies to all aspects of your life
3. Something that you'll have forever once you get it
4. Something that is guaranteed if you have success and positive feedback
5. Something that's destroyed by errors, mistakes, and setbacks

Testing your Confidence IQ

TRUE!!! Confidence is...

1. A skill that develops with practice and erodes with neglect
2. A very situation-specific quality that can apply to any aspects of your life
3. A very fragile quality that requires constant care and feeding
4. Built by success and positive feedback only if you let it
5. Destroyed by errors, mistakes, and setbacks only if you let it.



Case Study
On "Success":

Michael Strahan



NFL 2nd round draft pick Starting lineup 7X Pro Bowl Leads the NFL in sacks

Multimillion dollar contract

**"The thing that haunts all players is self-doubt...
Toward the end of 1998 I had 10 sacks in 10 games,
but I thought I sucked... It was like we had no hope"**

- *Sports Illustrated* 29 January 2001

**CONFIDENCE HAS TO COME FROM
SOMETHING ELSE BESIDES "SUCCESS"**



Case Study On “Setbacks”:

Ilia Kulik



Olympic Gold 1998

Kulik: *“It was quite complicated in the warm-up, but I knew I would do it in the program, I knew it 100%.”*

“If in your mind you’re 100% confident in what you’re doing in the program, there’s nothing to do in the warm-up.”

CBS Sportscaster: *“Where did that confidence come from?”*

Kulik: *“I don’t know, just from my mind.”*

Truth:
**CONFIDENCE HAS ALMOST NOTHING TO DO WITH
WHAT HAPPENS TO YOU**

CONFIDENCE IS A RESULT OF:

How you THINK about what happens to you

Which aspects of your daily experience you focus on

How you mentally respond to both success and failure



At any given moment, your confidence is the running total of all the thoughts you have about yourself, your work, and everything that happens in your work



My Accounts		
DEPOSIT ACCOUNTS		
CHECKING General	QuickPeek	\$1,000.00
CHECKING General *3423		** Available \$1,000.00
CHECKING	QuickPeek	\$1,200.50
CHECKING *2345		** Available \$1,200.50
SAVINGS Freedom	QuickPeek	\$1,234.50
SAVINGS *5789		** Available \$1,234.50
SAVINGS	QuickPeek	\$4,399.20
SAVINGS *3402		** Available \$4,399.20

It's all about how you think...



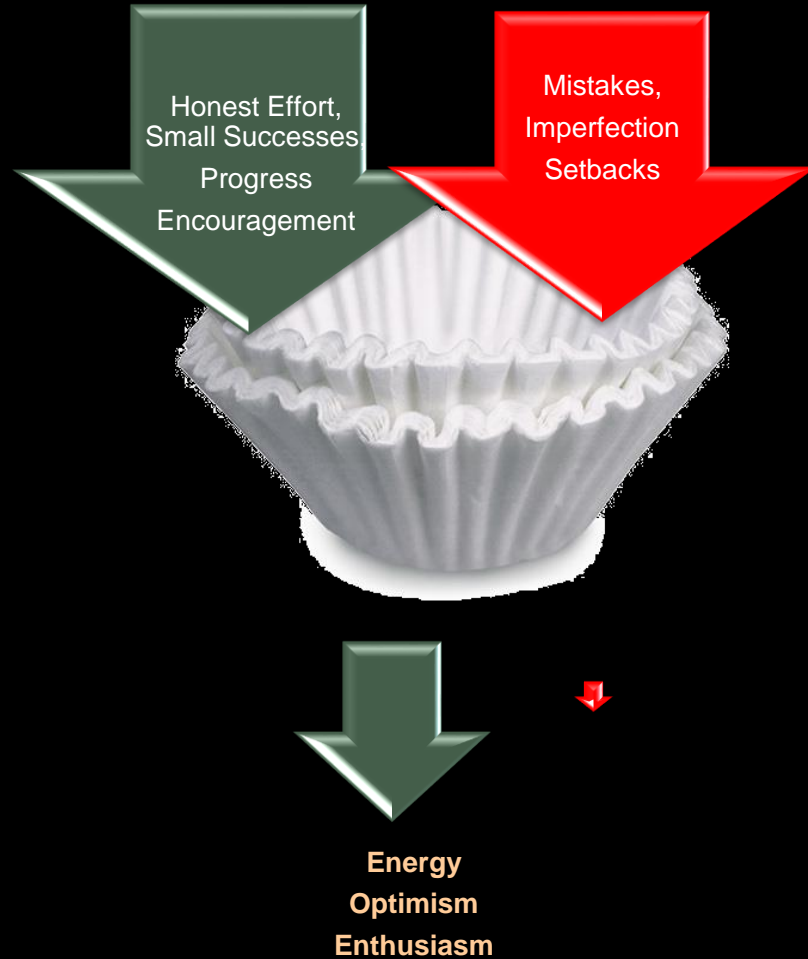
Confidence is the result of using the mind selectively.

1) Hang on the memories and experiences which build your energy, optimism and enthusiasm

2) Control how you respond to your mistakes and to life's inevitable setbacks



Use Your "Filter"



**Filter in constructive
memories from your past
self- statements in the present
visions of your future(s)**

**Filter out (release or restructure)
the memories of setbacks and difficulties
the self-limiting statements
visions of future troubles**

CREATE YOUR OWN REALITY!

ONE THAT SUPPORTS THE REAL YOU!

Confidence Building Skill #1: Using your memory selectively and constructively

Exercise - Daily Effort-Success-Progress Journaling

Put your most recent workday through your mental filter. What took place during that episode that left you with...

- *1) a feeling of pride in having given a good effort*
- *2) a feeling of accomplishment*
- *3) a feeling of having made progress?*

Write down one instance of quality Effort

Write down one Success that you experienced

Write down one instance of Progress, where you got better

Daily E-S-P Example

Effort: Solid 12.5 hour effort in office today, good focus in mtgs

Success: Good follow up to equity investors questions w help from team

Progress:

- more information to debt lenders, moving syndicate along
- gave framework for new cash tracking process to accounting team
- moving audit along
- nailing down manufacturing acquisition

Case Study:

**NY Giants QB Eli Manning
Super Bowl XLVI
Sunday Feb 5, 2012**

Situation:

**Score – Patriots 17 Giants 15
Time Remaining – 3:46 4thQ
Giants ball on their 11 yd line w/1 TO**



ESPN Radio interview Tuesday 7 February 2012

On Manning's decision to throw that pass in that key situation

Interviewer Michael Kay:

“Do you ever consider the ramifications of failure at times like that?”

Manning:

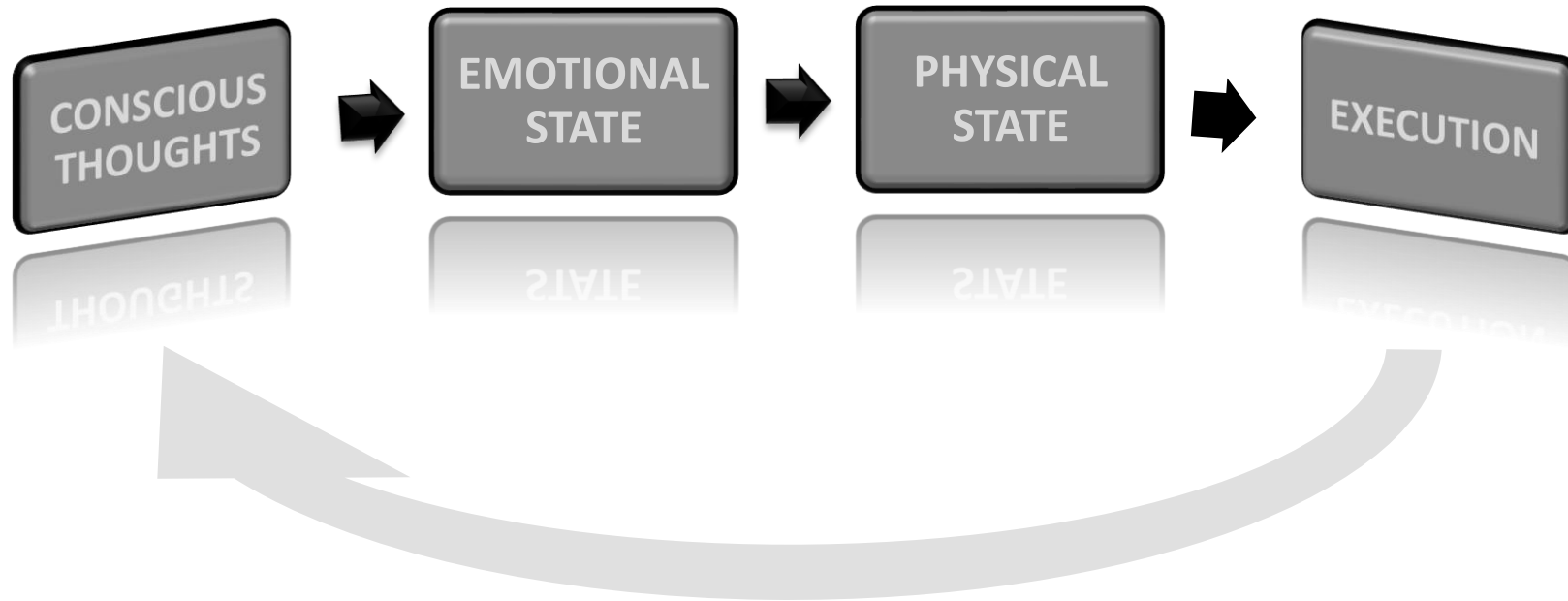
“That’s exactly what you DON’T do...

You recall all the times you’ve succeeded in those moments. You recall the game earlier vs the Patriots where you had a fourth quarter drive to win, you recall the game vs Dallas where you had a 4th QTR drive to win, Miami, Buffalo.

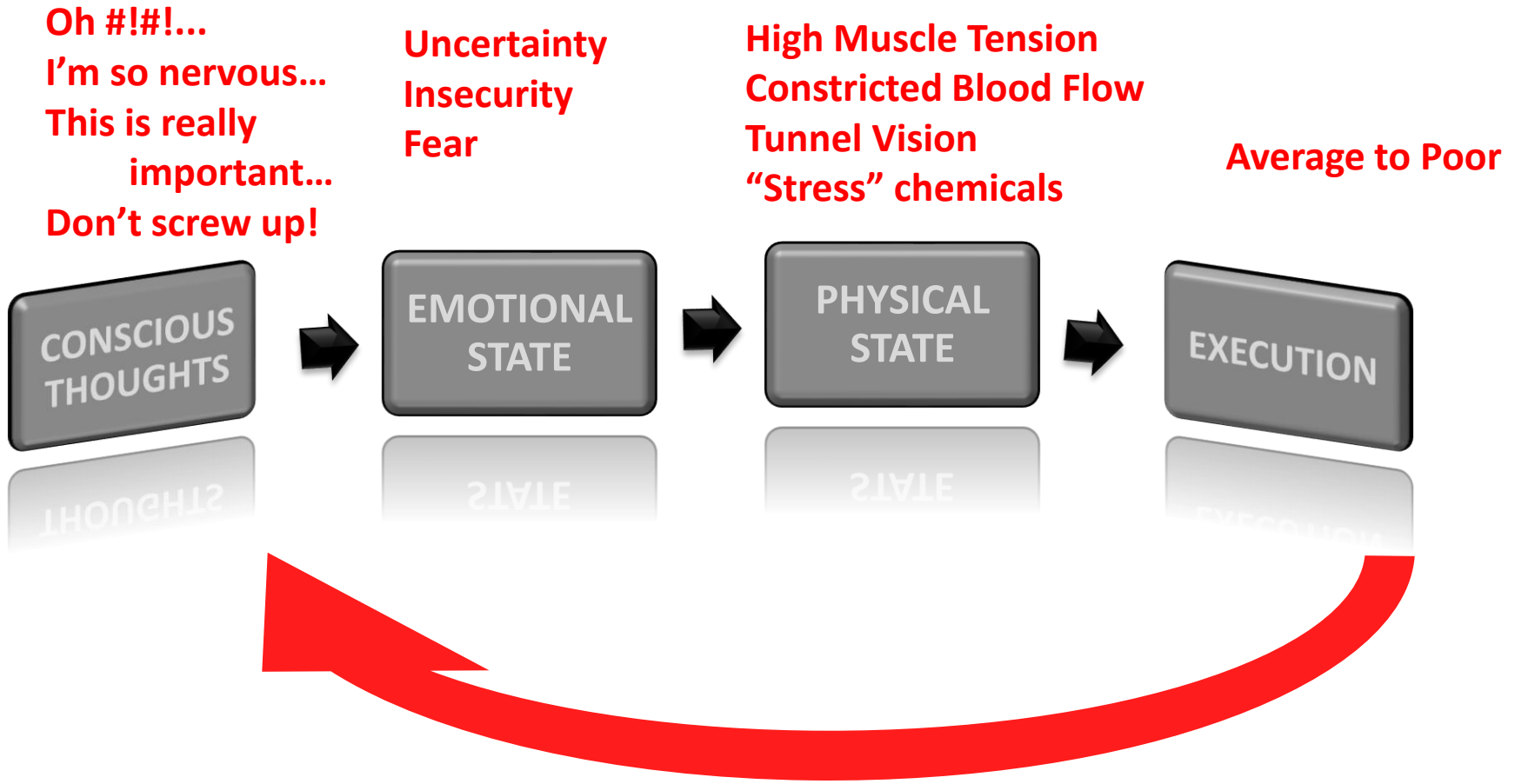
You recall all the successes.

And you forget about the games where you didn’t have the drives, where you fell short on those opportunities. You have to misremember those moments and just recall the positive ones. That’s the feeling. “

There's a Connection...



It Works this Way...



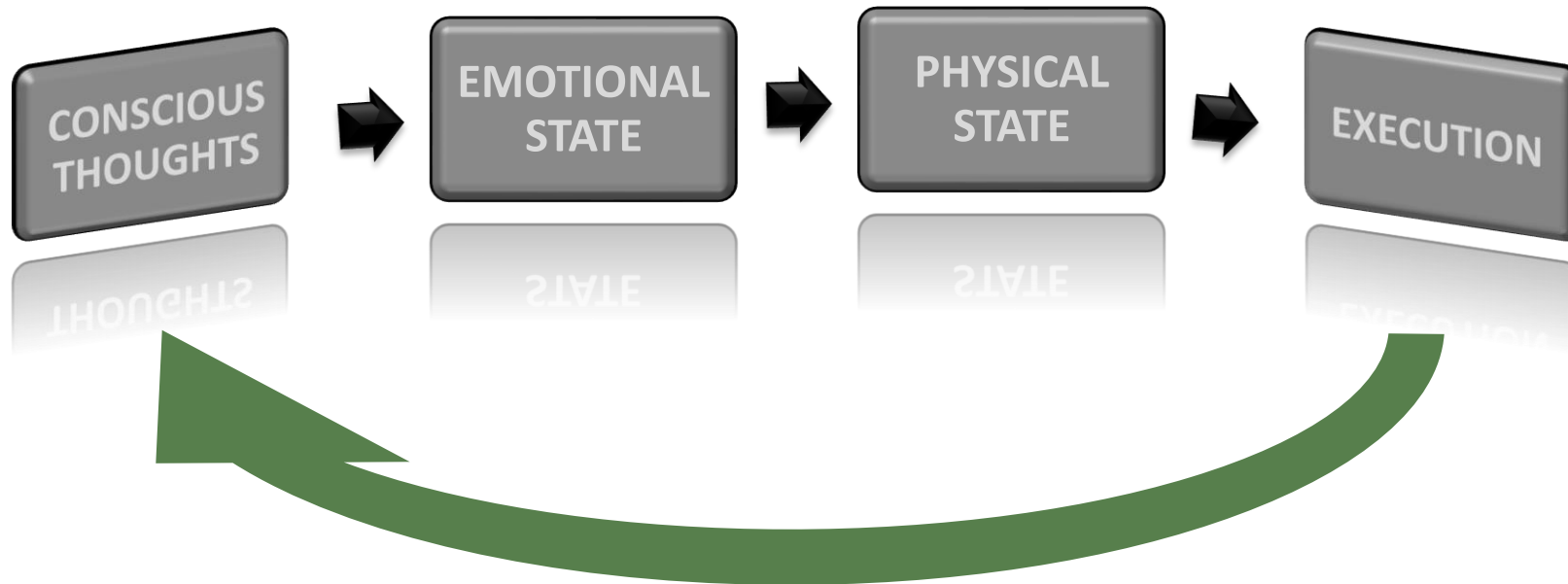
Or it Works this Way...

I'm so excited!
Let's see how well I can do
This is my chance
We can do something great

Confidence
Eagerness
Peace of Mind
TRUST

Low Muscle Tension
Open Blood Flow
Wide Angle Vision
"Joy" chemicals

Best Possible



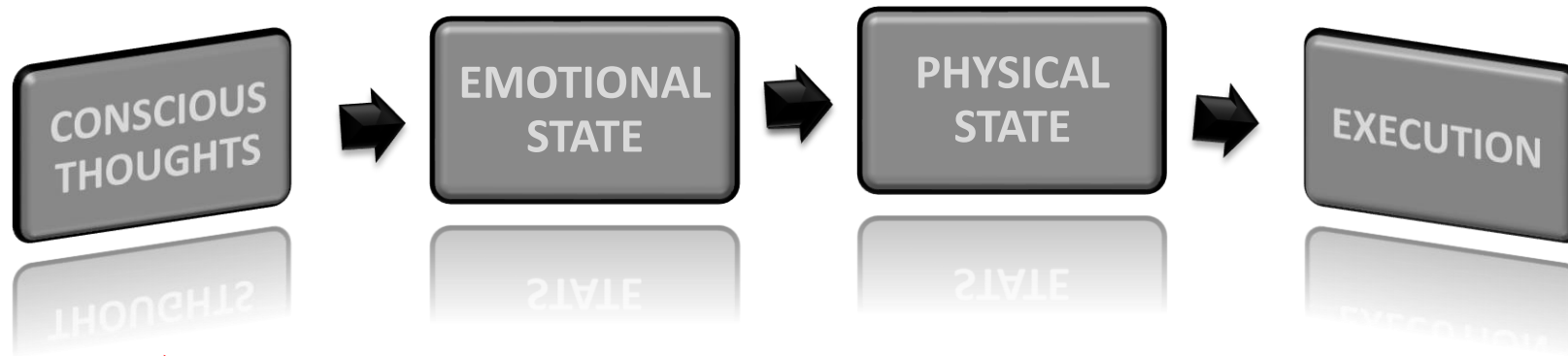
It Works this way...

Oh ###!...
This sucks...
I'm in trouble now...
Don't screw up!

Disappointment
Frustration
Impatience
Worry

High Muscle Tension
Constricted Blood Flow
Tunnel Vision
"Stress" chemicals

Compromised
Performance



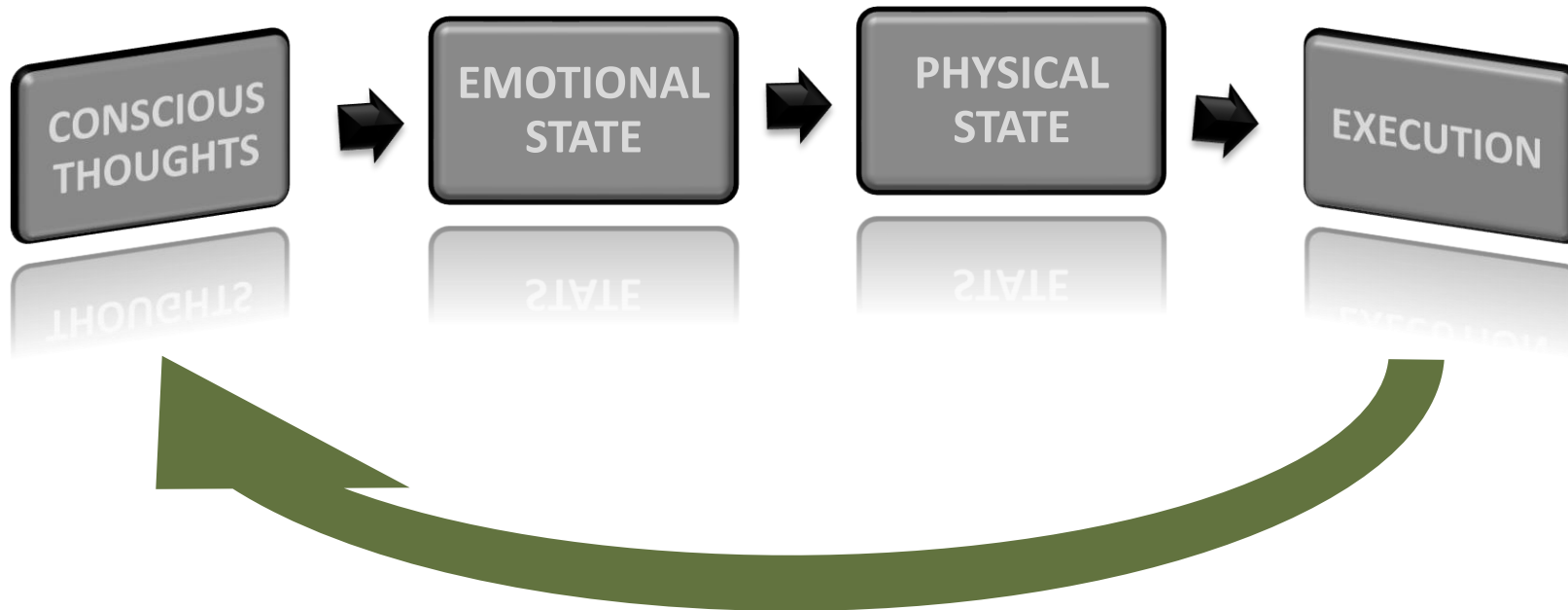
Or it Works this Way...

Let's see how well I
can do this
This is my chance!
We can get hot NOW!

Confidence
Eagerness
Peace of Mind
TRUST

Low Muscle Tension
Open Blood Flow
Wide Angle Vision
"Joy" chemicals

**Best Possible
Performance**





Case Study

Alpine Skier Mikaela Shiffrin



A little advice from Roger Federer:

“In order to preserve the longevity of your career, you need to take the moments to look around, appreciate where you are, breathe it in. As you get more into the depths of your career, when it gets harder to look up and around you and appreciate everything right in that moment, that’s when it’s most important to do it.”

Unfortunately ...

- You're going to have to protect your mental bank account
- Actual bad events and the negative thoughts those events produce will steal your "money"
- Put some safeguards in place! Or else....

Confidence Protecting Skill #1: The Constructive Attitude Lockdown

Treat all mistakes/setbacks as:

1) Temporary - “Just that one time”

Permanent - “Here I go again”



Confidence Protecting Skill #1:
The Constructive Attitude Lockdown

Treat all mistakes/Imperfections as:

2) Limited - “Just in that one place”

Global - “Everything is going wrong”



Confidence Protecting Skill #1:
The Constructive Attitude Lockdown

Treat all mistakes/Imperfections as:

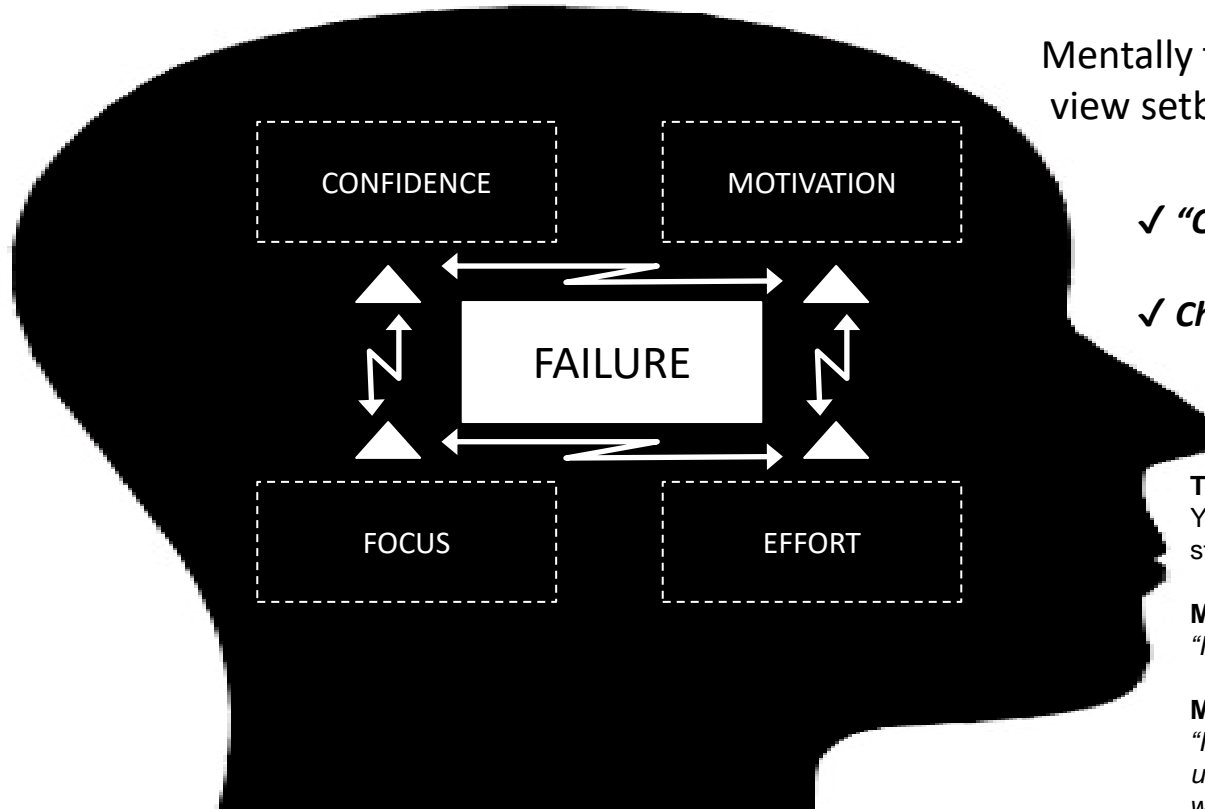
3) Non representative - “That’s not the truth about me/us!”

Personal “ Maybe I’m not good enough”



Protecting Confidence:

Cordon off setbacks and failure!



Mentally tough Warriors
view setbacks and failure as:

✓ *“One time deal”*

✓ *Changeable and fixable*

THE SITUATION:

You lose your cool inside the gas chamber and stumble through your responses to Drill Sergeant.

MENTALLY WEAK RESPONSE:

“I’m such a head case – I get rattled so easily!”

MENTALLY TOUGH RESPONSE:

“I was rattled in the gas chamber yesterday, but I’ll use tactical breathing to keep it together next week when we group and zero on the range.”

HOW TO MENTALLY CORDON OFF SETBACKS AND FAILURES:

- ☑ Acknowledge mistakes and failures, make the needed corrections, then move forward. Mental toughness means having a short-term memory for mistakes.
- ☑ View any mistake of failure as a “one-time deal” that can be corrected with a little practice.
- ☑ Extensive performance research confirms that this way of thinking (a) can be learned, (b) leads to greater toughness, and (c) increases the chances of future success.

HOW TO GET MENTAL TRAINING REPS:

Record three recent setbacks or failures using the mental toughness fundamentals listed above. Write them out as a “one-time deal” that can be corrected (see example above).

1. _____
1. _____
1. _____

Self-Talk: Playing Defense

“Get in the Last Word”



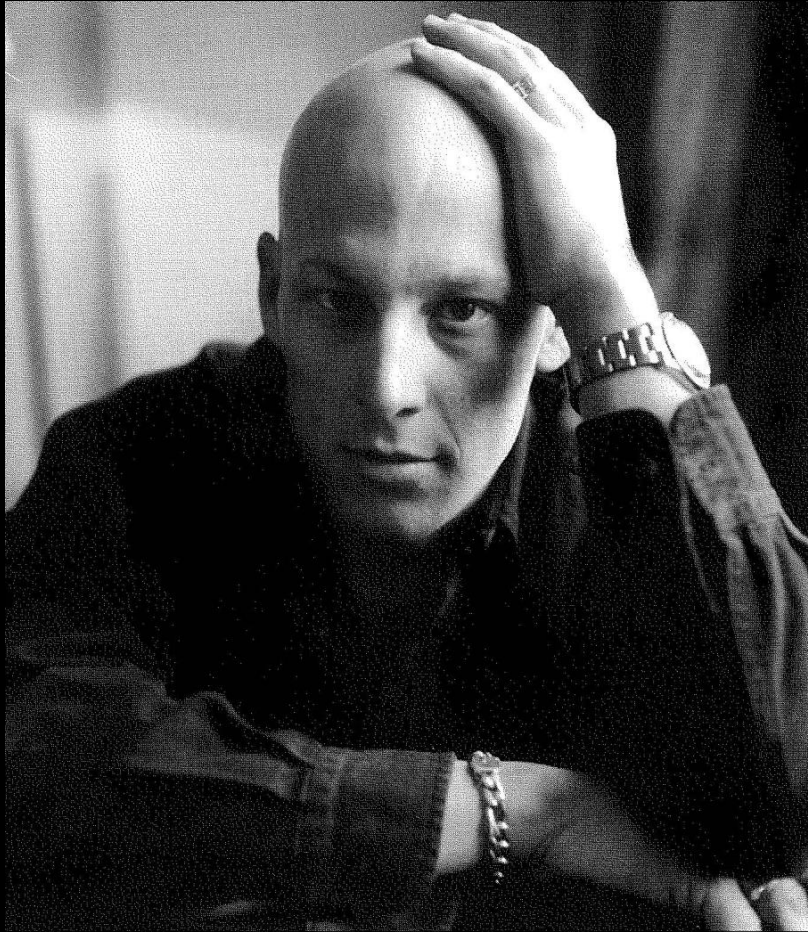
The constant voice(s) in the
back of your head

Asset or Liability?

Control follows awareness

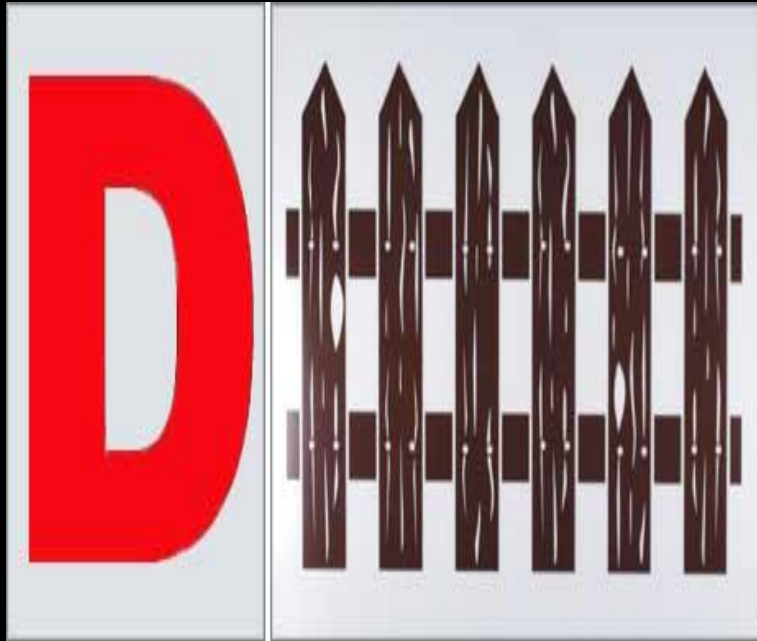
What do you really say to
yourself?

Getting in the Last Word: Conversations With Cancer



There was a disquieting intimacy to the idea that something uninvited was living in my head. When something climbs straight into your mind, that's way personal. I decided to get personal right back, and I began to talk to it, engaging in an inner conversation with cancer. I tried to be firm in my discussions. ***"You picked the wrong guy,"*** I told it. ***"When you looked around for a body to try and live in, you made a big mistake when you chose mine."***

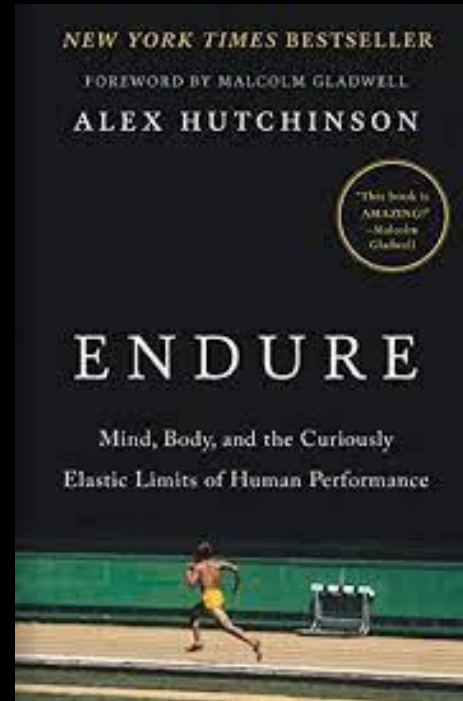
Getting in the Last Word: Thought Stopping Technique



1. Acknowledge the negative self-talk
2. Say “**STOP!**”
3. Replace it with a task-relevant thought/statement

STOP, RESET, & TAKE CONTROL!

Case Study



18% improvement in three weeks!

With lower perceived exertion!

“ If I could go back in time and alter the course of my own running career, after a decade of writing about the latest research in endurance training, the single biggest piece of advice I would give to my doubt-filled younger self would be to pursue motivational self-talk training, -with diligence and no snickering.”

IMPORTANT!

EVERYONE experiences negative self talk...
But only the great ones use it as a signal to
STOP, COPE and TAKE CONTROL

One HUGE key to “mental toughness” is controlling self-talk

Instead of letting your mind take you for a ride,
you can get control and turn your mind into
your best friend,
your biggest fan,
the greatest coach on earth.



Dr. Vijay Agarwal
Director, Brain Tumor Center
Associate Professor
Albert Einstein College of Medicine

“The ability to quickly
rebound from bad outcomes”

Decide that You are Enough!

Will you enter your arena sufficiently informed about your upcoming task and the demands of the setting, while at the same time sufficiently instinctive to smoothly respond to those demands?

Your “work” only has value if you conclude from it that you are ENOUGH for the moment

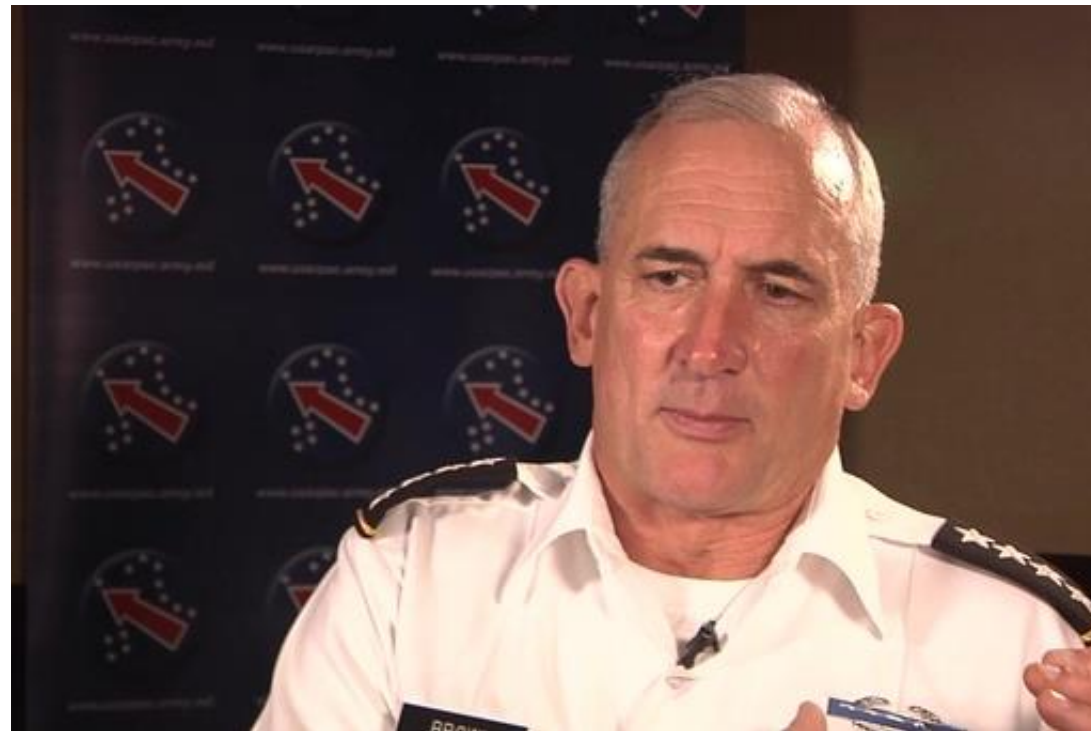
*Find the best in yourself,
identify the key tasks to be accomplished,
decide that you have all the knowledge and skill required*

Dr. Mark McLaughlin and the Five P's



1. Pause - take a moment to completely silence the mind
2. Patient – why is this person here now?
3. Plan - pictures each major expected step
4. Positive thoughts - “You were put on earth to do this!”
5. Prayer - “Dear God, help me be the best I can possible be”

The Bus Driver, The General, and YOU...



???



Are you ready to be “one in a million”?

THANK YOU!

Nathaniel Zinsser PhD
Nate.Zinsser@gmail.com