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Building confidence for you (and your customers)

Many interpreters find that confidence is an issue, either generally, or at different times in their career, for example:

- After having experienced one or more 'difficult' / 'unsuccessful' assignments.
- After having had critical feedback from colleagues and/or customers.
- When considering working in new domains, with new customers, with more experienced colleagues, in more 'visible' / high profile assignments, etc.

This program explores what underpins and undermines our confidence as interpreters, from psychological and other perspectives. Through the program we will get to grips with what confidence really is, and what we can do to grow it in ourselves and with our customers.

By the end of the program, you will have:

- Explored key concepts.
- Made connections between these and self-confidence.
- Made connections between these and your experience / behaviour.
- Explored what underpins and undermines confidence in general, and your confidence in particular.
- Taken part in activities and exercises to better understand and build confidence.
- Received activities and exercises to use after the workshop.

The program will cover:

- Professionalism and confidence.
- Key concepts: self-efficacy, self-esteem, & confidence.
- Some psychological underpinnings of confidence.
- Mindfulness, anchoring and self-talk.
- External factors that can influence our confidence.
- Using preparation to underpin confidence.
- Developing customers' confidence in you.
- Working with colleagues to improve your confidence.
- Assertive communication skills & confidence.
- What next? Goals, stretching, and curiosity, continuing to actively build your confidence.

What you get, training online -

- Three 3.5 hour online workshops, approximately four weeks apart
- Three (optional) participant-led 1.5 hour discussion groups (using Zoom)
- And tasks to complete in your own time.

CPD: 10.5 hours structured, 4.5+ hours unstructured.

When training remotely I aim for a more face-to-face 'in the room' together feel, rather than it being a 'webinar delivered at you'.

This is so that we can have proper conversations together, get to know each other in the group, and feel comfortable speaking in the session (there will be 14 people maximum for this workshop, the same number of us as there would be if the was workshop face to face). This is important because much of the learning in this workshop comes from the experiences and thoughts that we share with each other. Also, perhaps differently from other remote learning you may have done:

- We won't be asking you to have cameras off unless we have bandwidth issues (just mics off, if you aren't using headphones, to prevent feedback).
- You'll be encouraged to comment / ask questions / share etc. as we go along.
- We'll have whole group discussions as well as lots of breakout opportunities for discussions.
- The webinar won't be recorded, so we can all speak freely.
- There will be regular, proper stretch and eye breaks 😊

What you get, training face to face -

- One seven hour face to face workshop, (then approximately four weeks later)
- One 3.5 hour online or face to face workshop
- Two (optional) participant-led 1.5 hour discussion groups (using Zoom)
- And tasks to complete in your own time.

CPD: 10.5 hours structured, 3+ hours unstructured.

Feedback from Paul Michaels RSLI after attending the program: *"I have felt more confident to accept bookings where I do not know who the client is. This has been something that I have been reluctant to do, especially online. I have realised that I am 'good enough' as an interpreter and have the skills to work effectively with people I don't know."*

Cost: £160 training online. Cost for training face to face TBC depending on location and venue hire.

Details correct as of July 2025