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Developing confidence

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This section has been designed to help you recognise, understand and deal with some of the wide-ranging issues relating to confidence often experienced by jobseekers aged 50+.

Each customer you deal with is different and, as such, the levels of confidence will vary from person to person. In some cases you may be working with someone who outwardly appears confident, but may have some underlying issues affecting their confidence. It is, therefore, important to understand the key drivers affecting confidence among 50+ customers in order to take the most effective approach to help move them forward.

+ Underlying issues affecting confidence

Once you have established a clear understanding of the confidence issues affecting your customer, you can begin to work with them to help them address the issues they may have. Some suggestions that may help you to achieve improving the confidence of 50+ jobseekers can be found here.

+ Suggestions for improving confidence

+ Case study 1: developing confidence (Seetec)

You may also be interested to read the following case study of a 50+ jobseeker who became unemployed but was encouraged to explore her interests and evaluate her skills. She has now re-entered the labour market working in a different sector.

+ Case study 2: developing confidence

The case study below describes the approach an adviser took to help a 52 year old woman who had been out of work for more than five years following an anxiety-related breakdown develop her confidence and find a job that interested her.

+ Case study 3: developing confidence (TNG)

Disclaimer

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