



Build Your Professional Confidence: How to Embrace a Growth Mindset + Learn How to Learn

Pathstream Webinar Series

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Introductions



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Centene has partnered with Pathstream to help you **grow and develop your career at Centene through 1:1 career coaching, resources and certificate programs.**



Today's Goals

01

Share strategies to
build a growth mindset



02

Share strategies to help you
learn how to learn



?

Please add any questions you have in the Q&A feature.
You can even add questions anonymously.



To understand growth mindset, let's first discuss what a FIXED MINDSET is...



Fixed mindset

Gives up when challenged.
Avoids challenges to avoid failure.
"Why try when I know I will fail."

Believes they are good at something or not.
Has excuses for why they can't learn.
"I'm not good at public speaking."

Sees feedback as an attack on their character
and feels defensive or discouraged.
*"This feedback is personal.
They just don't like me."*

Sees the success of others as a threat and
thinks it's unfair that others are succeeding.
*"People who are naturally smart
don't need to try hard to succeed."*

> In short, a fixed mindset is the belief that your skills and abilities are set in stone.

So what's a growth mindset?



Fixed mindset

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Sees feedback as an attack on their character and feels defensive or discouraged.
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Sees the success of others as a threat and thinks it's unfair that others are succeeding.
"People who are naturally smart don't need to try hard to succeed."



Growth mindset

Embraces challenges as an opportunity for growth. Sees failure as a part of the process.
Setbacks are a part of the learning process."

Focuses on getting gradually better.
Believes in constantly learning new skills.
I'm not good at public speaking, yet."

Sees feedback as a tool for learning and development, and actively seeks feedback.
This feedback is helpful. It shows me where I need to focus my efforts to improve."

Is inspired by the success of others and tries to learn from their success.
"I wonder how they accomplished that? I'm going to learn how they did it."

A growth mindset is the belief that your qualities and skills can be cultivated through effort and hard work

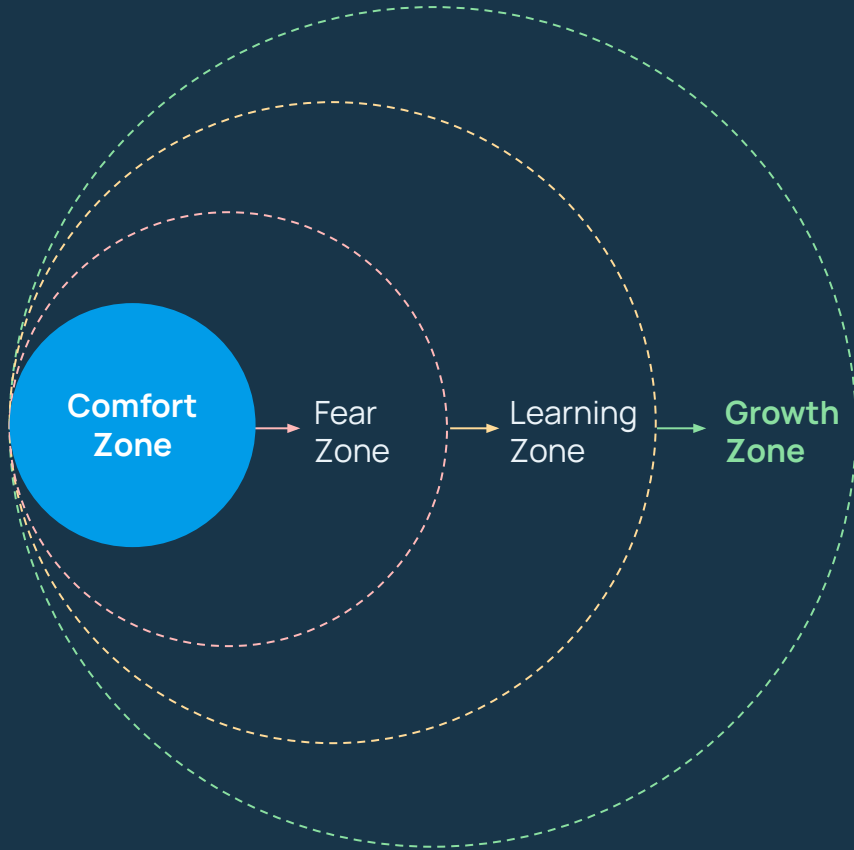
I CAN'T DO IT



I CAN'T DO IT YET



A growth mindset is a learning mindset



Getting out of your **comfort zone** and experiencing **fear** is required to **learn** and required to **grow**

... let's break this down

A growth mindset is a learning mindset



Comfort zone

- Feeling safe & in control
- Activities are familiar, easy, and require little effort
- Not learning new skills

A growth mindset is a learning mindset



Fear zone

- Low self confidence & affected by other people's opinions
- Making excuses & avoiding opportunities

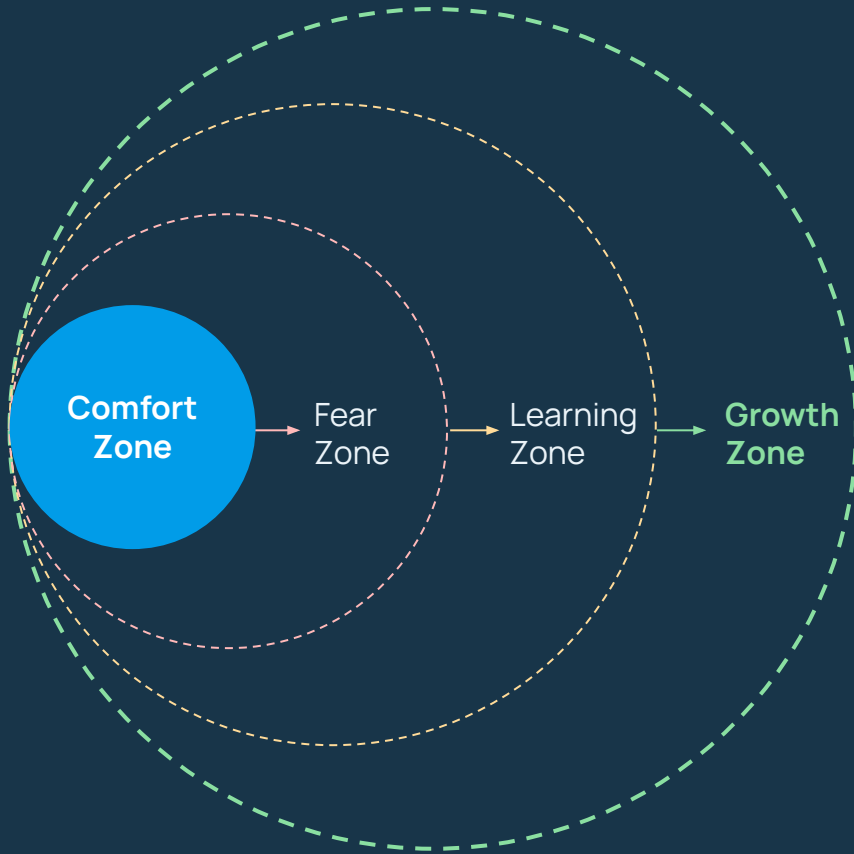
A growth mindset is a learning mindset



Learning Zone

- Engaging in new and challenging activities
- Acquiring new skills
- Challenges are experienced but seen as opportunities for development

A growth mindset is a learning mindset



Growth Zone

- Continuous personal and professional development
- Gaining mastery of new skills and knowledge
- Increased confidence and capability

4 Ways to Cultivate a Growth Mindset



01. Engage in Learning

02. Seek Constructive Feedback

03. Notice Thinking Errors

04. Befriend Your Inner Critic

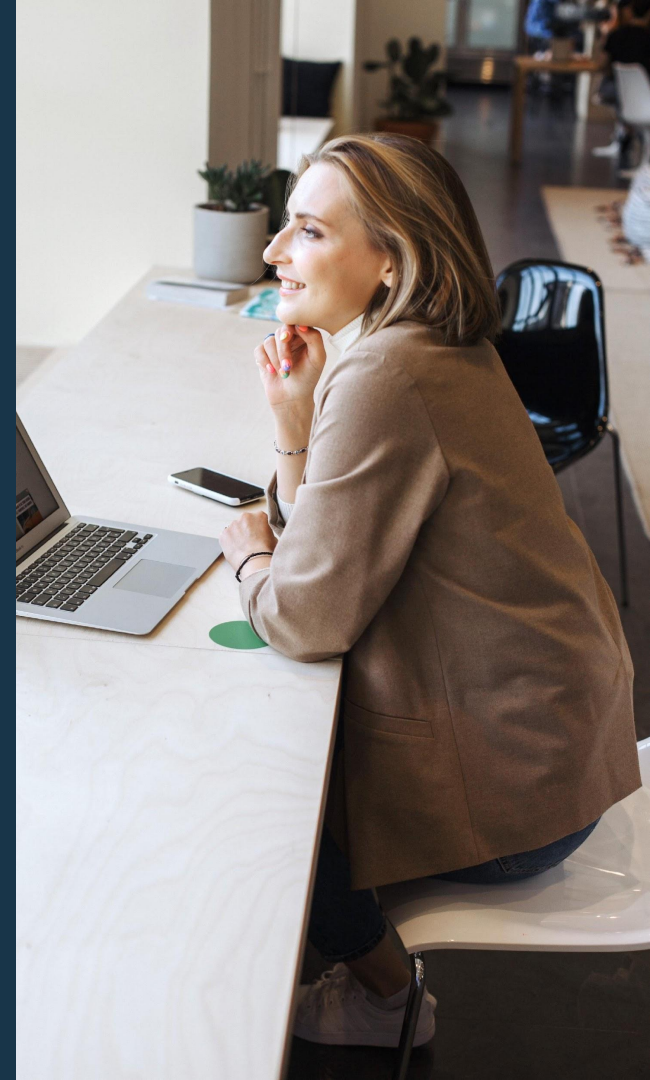
Strategy #1: Engage in Learning

You might feel intimidated due to past challenges or unfamiliarity with online courses.

But you can succeed!

- ✓ **Take small steps**
- ✓ **Reflect on what you're learning**
- ✓ **Build new habits**

A growth mindset helps you embrace challenges as opportunities to learn.



Strategy #1: Engage in Learning



✓ Take small steps by practicing “chunking”

Chunking

Breaking down complex information into smaller, manageable chunks.

- Break a complex task into smaller steps because grouping related information helps you remember it better.

Ex: You sign up for a 5 hour online course. Instead of trying to complete the course in one or two days, calendar out time to do 1 hour every Wednesday morning.

Strategy #1: Engage in Learning



✓ Reflect on what you're learning through journaling

Journaling

The process of thinking about your own learning and understanding.

- Don't worry about grammar or spelling. Use bullet points, draw sketches, make doodles – it can be fun.
- Keep a journal to track progress on mastering a task or skill.

*Ex: Use questions like, "What did I learn today? How did I learn it?
What can I do differently next time?"*

Strategy #1: Engage in Learning



✓ Build new habits with “habit stacking”

Habit stacking

The process of adding small new habits to your daily routine by linking them to things you already do.

- Habit stacking makes it easier to build new habits because they are connected to your existing ones.
 - Pick a new habit.
 - Link the new habit to something you already do.
 - Follow the same order each day.
 - Keep doing it until it becomes automatic.

Ex: [old habit] Watch TV before bed + [new habit] Journal for 5 mins + [old habit] Brush teeth before bed

4 Ways to Cultivate a Growth Mindset



01. Engage in Learning

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Strategy #2: Seek Constructive Feedback



Seeking feedback from others gives you new perspectives on your work and skills. This can help identify areas you might not notice on your own, allowing you to improve. Regularly asking for feedback builds trust, increases self-awareness, and promotes continuous growth, benefiting both you and your team.

Strategy #2: Seek Constructive Feedback



Instead of just seeking feedback when you make mistakes, focus on **understanding how you can proactively improve**. Here's a framework you can use:

How to Seek Constructive Feedback

Prepare

Ask Specific Questions

Listen Carefully

Act and Follow Up

Strategy #2: Seek Constructive Feedback



Prepare

- Identify specific areas for feedback
- Find knowledgeable people you trust
- Ask at appropriate times

“I want feedback on my project management skills, and I think my colleague who was recently promoted to a PM II role would be a great person to give me feedback.”

Strategy #2: Seek Constructive Feedback



Ask Specific Questions

- Ask targeted questions
- Request concrete examples

"Can you give me advice on my approach to managing the recent project, specifically how I handled deadlines?"

Strategy #2: Seek Constructive Feedback



Listen Actively

- Avoid defensive reactions
- Use a growth mindset
- Ensure understanding by asking for clarification

Listen to the feedback without interrupting, and ask for specific instances where you could have done better.

Strategy #2: Seek Constructive Feedback



**Instead of saying
something defensive >**

“I disagree with your feedback on how I handled the deadlines. I think I managed the timeline well and hit all the milestones. I'd need a specific example to understand what you mean but, I'm pretty confident in my skills.”

Strategy #2: Seek Constructive Feedback



**Try a growth
mindset instead >**

"Thank you! I appreciate your feedback on how I handled the deadlines. Could you give me a specific example of a situation where I could have managed the timeline better? Getting specific feedback will definitely help me improve my next project."

Strategy #2: Seek Constructive Feedback



Act and Follow Up

- Create a clear plan to address the feedback.
- Regularly check in for more feedback to track your progress.

Create a plan to improve your deadline management. After a few weeks, ask for feedback on your progress.

4 Ways to Cultivate a Growth Mindset



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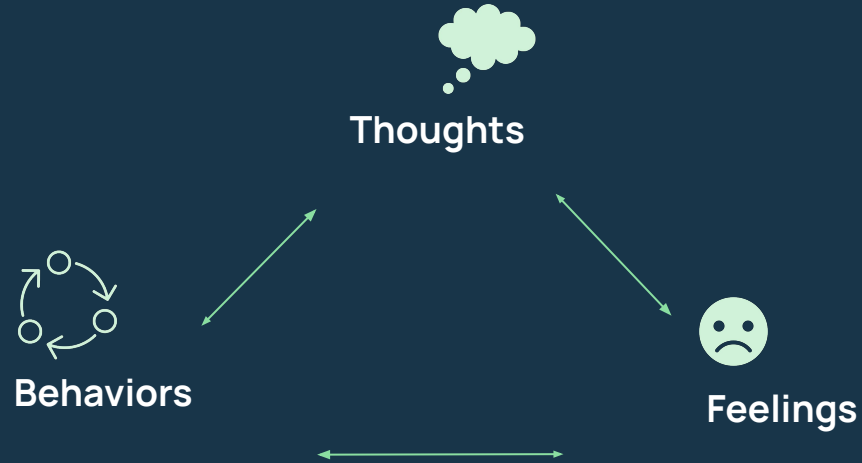
03. Notice Thinking Errors

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Strategy #3: Notice Thinking Errors



Our thoughts impact our behaviors and our emotions.



Changing your thoughts can change your behaviors and feelings.

Strategy #3: Notice Thinking Errors



How do you change your thoughts?

Notice **cognitive distortions**!

Cognitive distortions

(aka thinking errors)

=

unhelpful, irrational, or erroneous patterns of thinking. These distortions negatively influence how we perceive situations, as well as our behavior and emotions

- Everyone experiences cognitive distortions.
- It's nothing to be ashamed of, but rather a pattern to become aware of so that you can replace these unhelpful thoughts with more helpful ones.
- Bringing awareness to cognitive distortions is the first step to changing your thoughts, behaviors, and emotions.

Strategy #3: Notice Thinking Errors



Common cognitive distortions

Cognitive distortion	Example
All-or-Nothing Thinking Viewing situations as either entirely good or entirely bad, with no middle ground.	<ul style="list-style-type: none">You believe that if you don't complete a task or project perfectly, then it was a total failure.
Discounting the Positive Ignoring or downplaying positive experiences, achievements, or feedback.	<ul style="list-style-type: none">You received three pieces of positive feedback and one piece of negative feedback on a performance review, but all you can focus on is the negative feedback.
Labeling Attaching negative labels to oneself or others based on a specific behavior.	<ul style="list-style-type: none">You occasionally struggle with time management, so you label yourself as a procrastinator and think you'll always struggle to meet deadlines.
Overgeneralization Drawing broad conclusions based on limited experiences.	<ul style="list-style-type: none">You assume that because one presentation went poorly, all future presentations will also be failures.

Strategy #3: Notice Thinking Errors



Common cognitive distortions

Cognitive distortion	Example
Catastrophizing Imagining the worst possible outcomes of a situation and blowing them out of proportion.	<ul style="list-style-type: none">You worry a minor mistake you made will lead to you getting fired.
Personalization Blaming yourself for something that wasn't completely your fault OR blaming other people for something that was your fault.	<ul style="list-style-type: none">When a project doesn't succeed, you feel as if it is entirely your fault.
Mind Reading Assuming you know what others are thinking without any concrete evidence.	<ul style="list-style-type: none">You sent an email to a colleague and haven't heard back, so you assume that they're annoyed with you.

Strategy #3: Notice Thinking Errors



Common cognitive distortions

Cognitive distortion	Example
Fortune Telling Expecting a situation will turn out badly, without any concrete evidence.	<ul style="list-style-type: none">You don't want to talk to your boss about a new career path you're interested in because you think that they will react negatively.
Emotional Reasoning Using your emotions as evidence for the truth of a situation.	<ul style="list-style-type: none">You feel anxious about a presentation and therefore conclude that the presentation will go poorly.
Should Statements Having rigid expectations or standards for oneself or others.	<ul style="list-style-type: none">You think you should be able to handle all of your tasks perfectly, without ever asking for help.

Strategy #3: Notice Thinking Errors



When you notice a cognitive distortion, evaluate the evidence for it, against it, and brainstorm an alternative way of thinking.

Example [Catastrophizing]: "If I get a bad review, I'll never get promoted, I'll lose my job, and I'll never find another job."

What is the evidence for this thought?

- I missed a deadline recently
- My manager seemed displeased with me
- A colleague mentioned our company is tightening our budget

What is the evidence against this thought?

- I've completed most of my projects on successfully and on time
- I've received positive feedback on my last three 1:1 reviews
- I have skills that are in demand in areas of our company that are growing

What is an alternative way of thinking?

"While I may have had a couple of setbacks, I have generally performed well and received positive feedback. Even if my review isn't perfect, it doesn't mean I'll lose my job or never get promoted. I can use the feedback to improve and grow."

POLL Question:



What cognitive distortion do you find yourself thinking the most?

- **All-or-Nothing Thinking:** Viewing situations as either entirely good or entirely bad, with no middle ground.
- **Discounting the Positive:** Ignoring or downplaying positive experiences, achievements, or feedback.
- **Labeling:** Attaching negative labels to oneself or others based on a specific behavior.
- **Overgeneralization:** Drawing broad conclusions based on limited experiences.
- **Catastrophizing:** Imagining the worst possible outcomes of a situation and blowing them out of proportion.
- **Personalization:** Blaming yourself for something that wasn't completely your fault OR blaming other people for something that was your fault.
- **Mind Reading:** Assuming you know what others are thinking without any concrete evidence.
- **Fortune Telling:** Expecting a situation will turn out badly, without any concrete evidence.
- **Emotional Reasoning:** Using your emotions as evidence for the truth of a situation.
- **Should Statements:** Having rigid expectations or standards for oneself or others.

Strategy #4: Befriend Your Inner Critic



Imposter Syndrome

=

the persistent feeling that you're not as competent as others perceive you to be, often attributing your success to luck rather than your own skills and effort.

- Feeling like you're a fraud
- Feeling as though your accomplishments at work were to due to either an irreplicable amount of effort or dumb luck
- Feeling like you do not deserve your role or you are not qualified enough for your role
- Worrying about the future of your work
- Minimizing your accomplishments at work
- Being overly sensitive to criticism of any kind, even if it is constructive

Strategy #4: Befriend Your Inner Critic

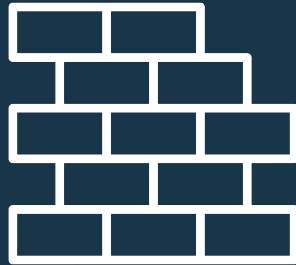


How to counter imposters syndrome? **Befriend your inner critic!**

Until you believe in yourself, external validation won't matter.



"I'm bad at this"



"You're doing great!"

Strategy #4: Befriend Your Inner Critic



Steps to befriending your inner critic:

1. Recognize when you criticize yourself
2. Write a job profile for your inner critic
3. Write a love letter to your inner critic

Strategy #4: Befriend Your Inner Critic



Steps to befriending your inner critic:

1. Recognize when you criticize yourself

- Reflect on a minor instance when you criticize yourself
- Imagine this self-critical voice as a character. What does it look like? What is its tone of voice?

Strategy #4: Befriend Your Inner Critic



Steps to befriending your inner critic:

1. Recognize when you criticize yourself
2. **Write a job profile for your inner critic**
 - Main responsibilities (keep me on track, motivate me, protect me)
 - Skills (keeps me organized, remembers past mistakes, attention to detail, high standards)

Strategy #4: Befriend Your Inner Critic



Steps to befriending your inner critic:

1. Recognize when you criticize yourself
2. Write a job profile for your inner critic
3. **Write a love letter to your inner critic**
 - Detail all the reasons you appreciate the job the inner critic does for you
 - Ask it to treat you more kindly (“Can I make a request? I have to tell you that it’s really hard for me if – when you’re trying to encourage me – you are cruel, or belittle me, or poke at where I feel shame. I appreciate you pushing me (I know I need it sometimes) but I can’t accept you tearing me down any more. Can you find a way to talk to me that feels supportive? It might take a while to figure out what that means, but we can work on it together.”)

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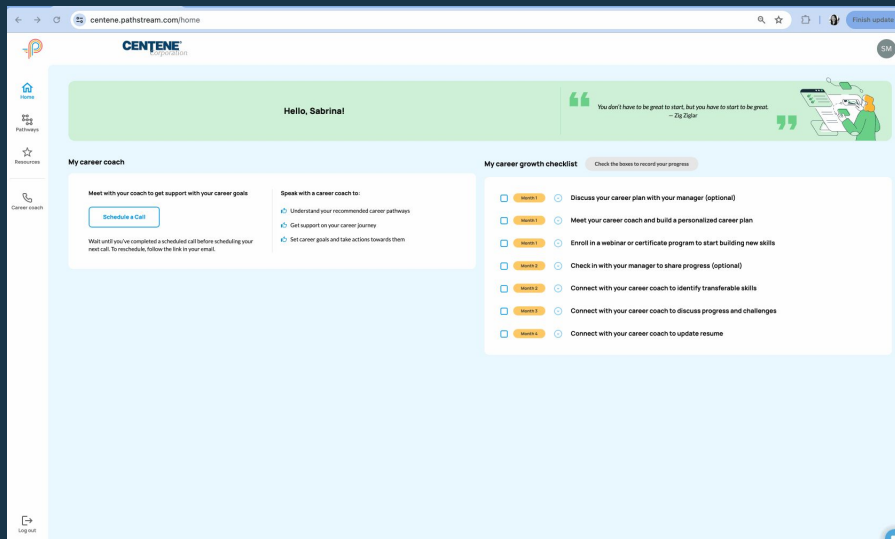


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Step 1 Create your profile

Log into Pathstream at
centene.pathstream.com

Step 2 Explore learning resources

Access LinkedIn Learning
courses and free worksheets
related to building a growth
mindset

Step 3 Schedule a call

Meet with your career coach.
Tackle your challenges, explore
the resources, recommended
career pathways, and
Pathstream certificate options.