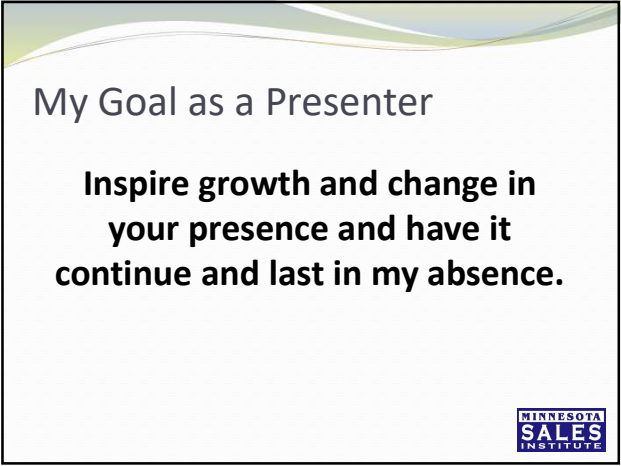




1




4



5


“People are usually more convinced by reasons they discover themselves than by those found by others.”
 --Philosopher Blaise Pascal



6

Top 7 Lessons


- 1) Stop Helping People – Start Working Together
- 2) Educate to Influence – Not educate to Teach
- 3) WHAT do you want them to KNOW – HOW do you want them to FEEL
- 4) Lead to the Solution – Not with it.
- 5) In your Commitment Greater than the Consequences?
- 6) Are you Creating Options or Picking Them?
- 7) Stay Curious During Adversity!



8

How Do You Feel...


- In uncomfortable circumstances, when caught off guard, during unexpected change, or not getting what you expected?
- Are you being defensive?
- Are you irritated?
- Are you feeling superior?
- “Whenever you are feeling anything other than CURIOUS, you are not in a learning mode.”
 –“Fierce Conversations” by Susan Scott



9

How about Change?

- **People don't fear change – they fear loss.**
- Loss of control
- Loss of predictable
- Loss of feeling productive
- Loss of being unsuccessful in the new way and/or having their identity, self-worth, value and contribution threaten.
- Do you want relief or a cure?
- **Change is inevitable – Growth is optional.**
- Everything that has a beginning has an ending!



10



11

Deacon Thomas Wwinner

<u>Secular</u>	<u>Sacred</u>
<ul style="list-style-type: none"> • Skills • Possibilities • Happiness 	<ul style="list-style-type: none"> • Gifts • Opportunities • Joy


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13

Exercise: Pick 3 words


Pick 3 words you want others to use to describe you in your absence.
 How will you action them?
What behaviors will to apply?
 What will you stop doing?



14

EQ

Emotional intelligence is your ability to recognize and understand emotions in yourself and others and your ability to use this awareness to manage your behaviors, priorities, beliefs and relationships with others (professionally and personally).



15

Empathic Intelligence

“Social and emotional ability that helps you feel and understand the emotions, circumstances, intentions, thoughts, and needs of others, such that you can offer sensitive, perceptive and appropriate communication and support.”


– Karla McLaren



16

Process vs. Style


- Conversation Course of Action
 - Trust and Rapport
 - Opening Statement and Questions
 - Uncovering Relevant Areas of Interest
 - Learn about Past Experiences
 - (Good and Bad)
 - Present Solutions
 - Ask for the Commitment



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People in Conversation


- “LIFE HAPPENS ONE CONVERSATION AT A TIME”
- The Quality of your life is a Direct Reflection of the Quality of your Conversations.
- The life you want is on the other side of a conversation.
- Great conversations – GREAT LIFE!
- Conversations start Internal – before going EXTERNAL.



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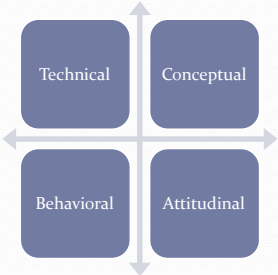

What Do You Control?

- React vs. Respond
- Reactive or Proactive
 - Let things happen
 - Make things happen
- Can you control your attitude in uncontrolled environments?
- Can you practice gratitude with every interaction?
- Be present with people who are present?
- **Are you fun to Live with – Work with?**



19

4 Quadrants of IMPACT





20

“All conversations are with myself, and sometimes they involve other people.”

-Susan Scott


Author - ***Fierce Conversations***



21

“Better to take refuge in the LORD - than to put one’s trust in mortals.”



Psalm 118:8



22

It’s Me

- I am the only one that can change me
- Change is not automatic
- **I cannot grow, change, improve, be a better person;** if I don’t take responsibility for me and my actions
- **I cannot change if I always blame others**

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We are in the people business

- Rule # 1 – It’s about them.
- We become a Better Listeners
- We ask More Questions
- We let Them Talk
- We uncover their Needs, Wants and Motivations
- Help them Discover the Value of Working with Us.
- Focus on their Needs and Wants
 - Not what we have




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LifeLine

Born Today Retire End

Yesterday Ended Last Night
-John C. Maxwell

26

Worst Case Scenario

A B C

27

Reject the Nest


Where the magic happens

Your Comfort Zone

28

“The major value in life is not what you get. The major value in life is what you become.”


– Jim Rohn



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Homework – Write Down...

- Conversations you had that could have had a better outcome.
- Objections you heard that halted the conversation.
- Thoughts and Belief you formed based on the conversation.
- Habits and Behaviors that prevent Results.
- Other Topics you would like to Develop.
- **I could have a greater impact on others if only I could...**



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THANK YOU!

I’m grateful for the time we shared.

Let’s connect on LinkedIn.



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