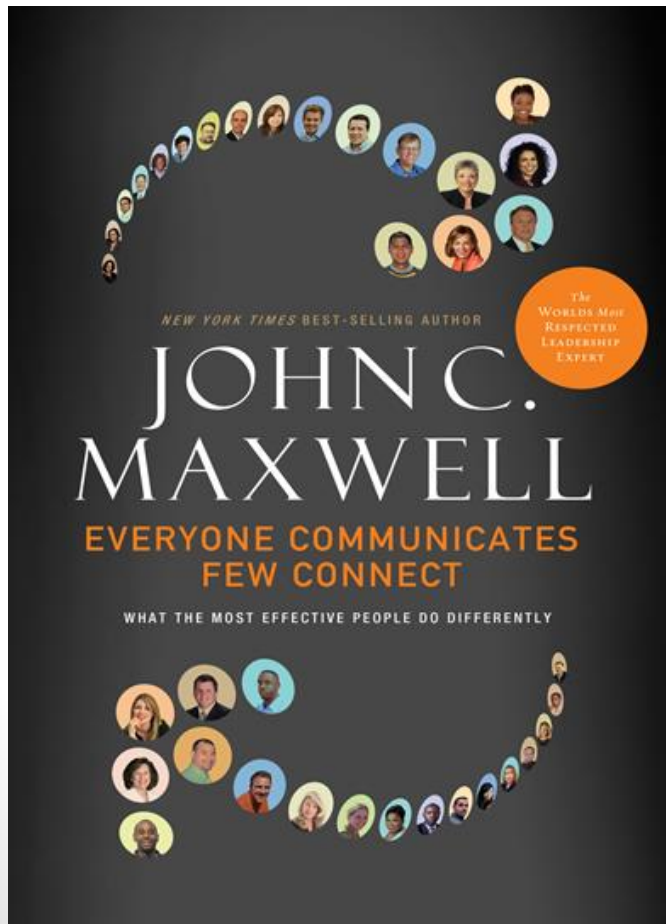


“EVERYONE COMMUNICATES... FEW CONNECT”



Friday 16 May 2014
8h30 - 18h30

Double Tree by Hilton Luxembourg

 JS Associates
unlocking Possibilities

WELCOME & INTRODUCTIONS

- Meet the presenters
- Thank you to our sponsors
- A few rules
- Agenda for the day
- Your expectations
- Personal Record



PLEASED TO MEET YOU!



SOMETHING ABOUT SOMEONE YOU DO NOT KNOW...



WHY ARE YOU HERE TODAY?

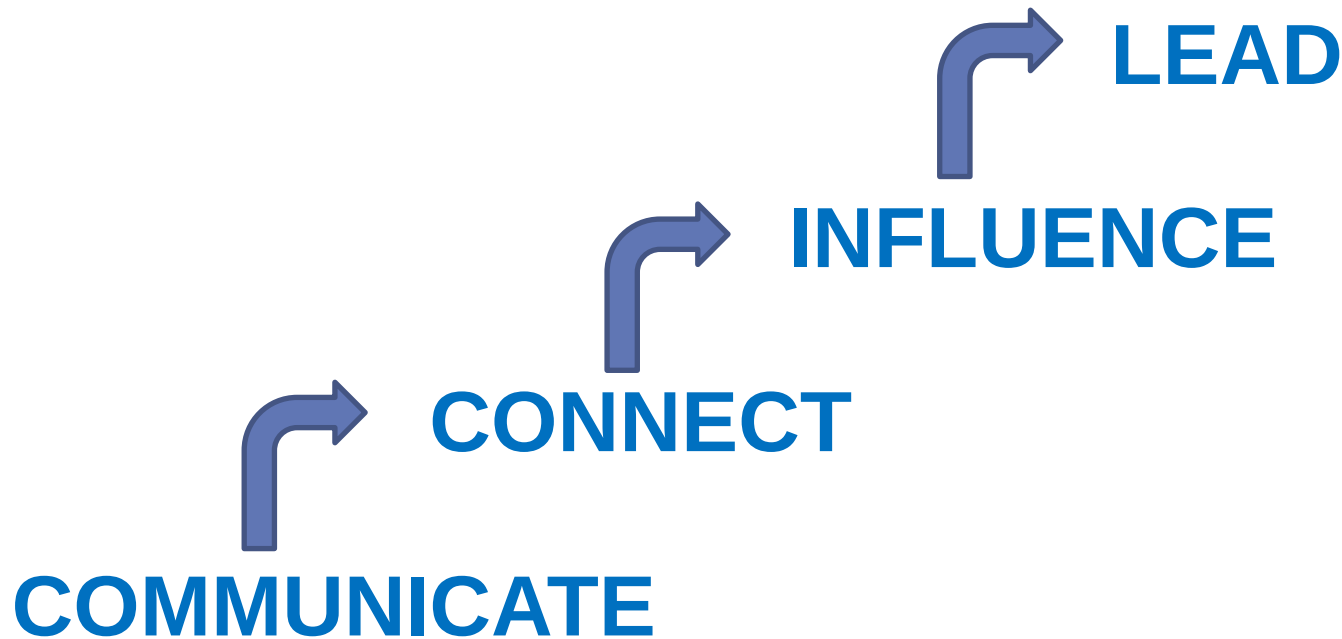
- What is your big goal....?
- How does today relate to where you want to be?
- What are you grateful for?

IF EXPERIENCE IS THE BEST TEACHER,
WHY CAN'T I GET A STUDENT LOAN?



EVERYONE COMMUNICATES FEW CONNECT

Leadership is influence nothing more nothing less



Connecting increases your INFLUENCE in every situation

HOW DO YOU CONNECT?

Think about your close friends

- What makes them friends?

Think about someone who you have difficulty connecting with.

- What makes it difficult?

ECFC Principles: Connecting....

- 1. Increases your influence in every situation**
2. Is all about others
3. Goes beyond words
4. Always requires energy
- 5. Is more about skill than natural talent**

BLINK

- What is the main difference between doctors who were sued and those who weren't?

Malcom Gladwell (page 39)

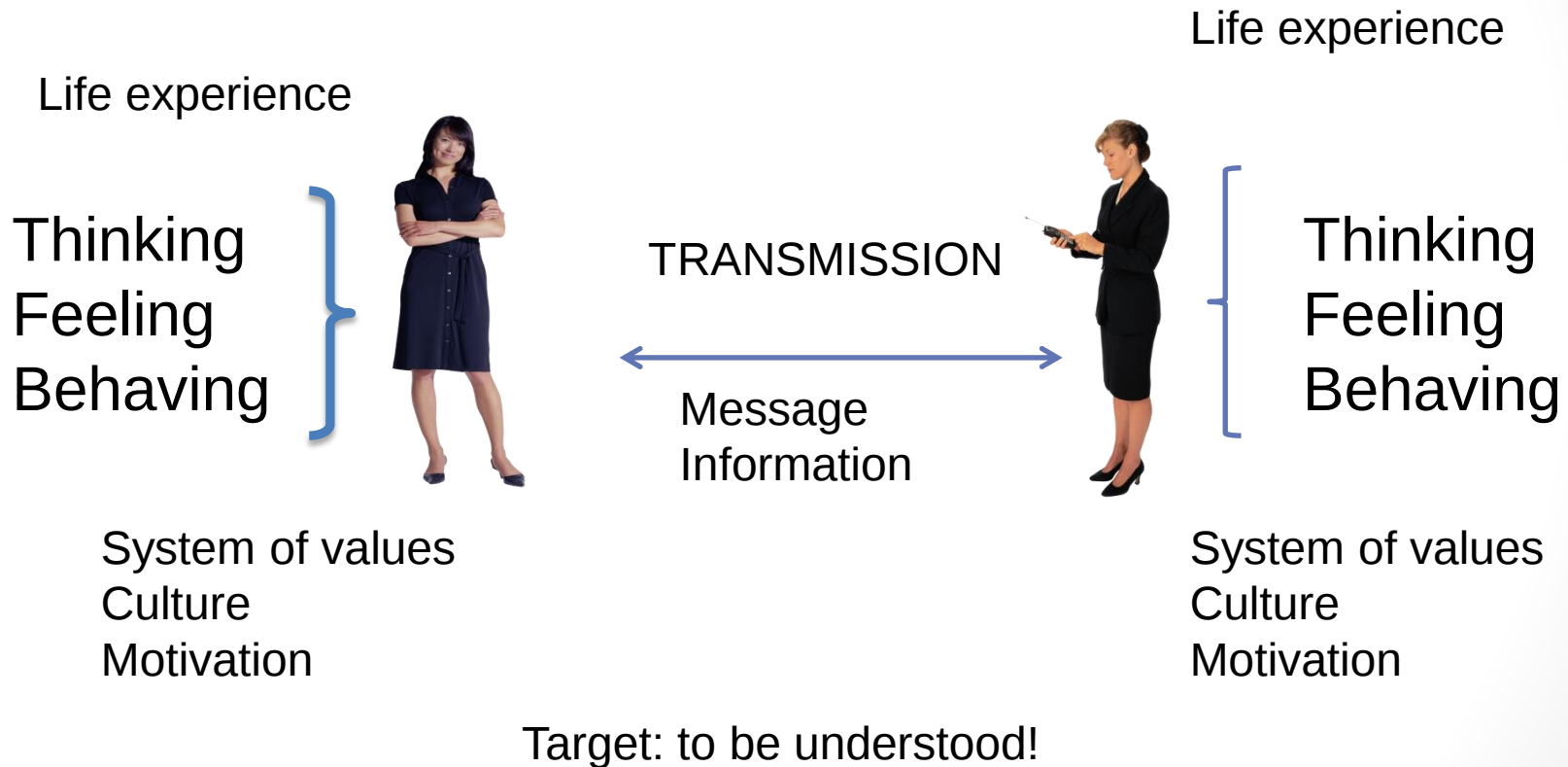
EXERCISE

Communicators and statues

- Make two rows face to face
- One row are the communicators
- The row in front are statues
- The communicators: talk about a situation
- The statues: do not move, talk, look into the eyes
- Time: 1 minute

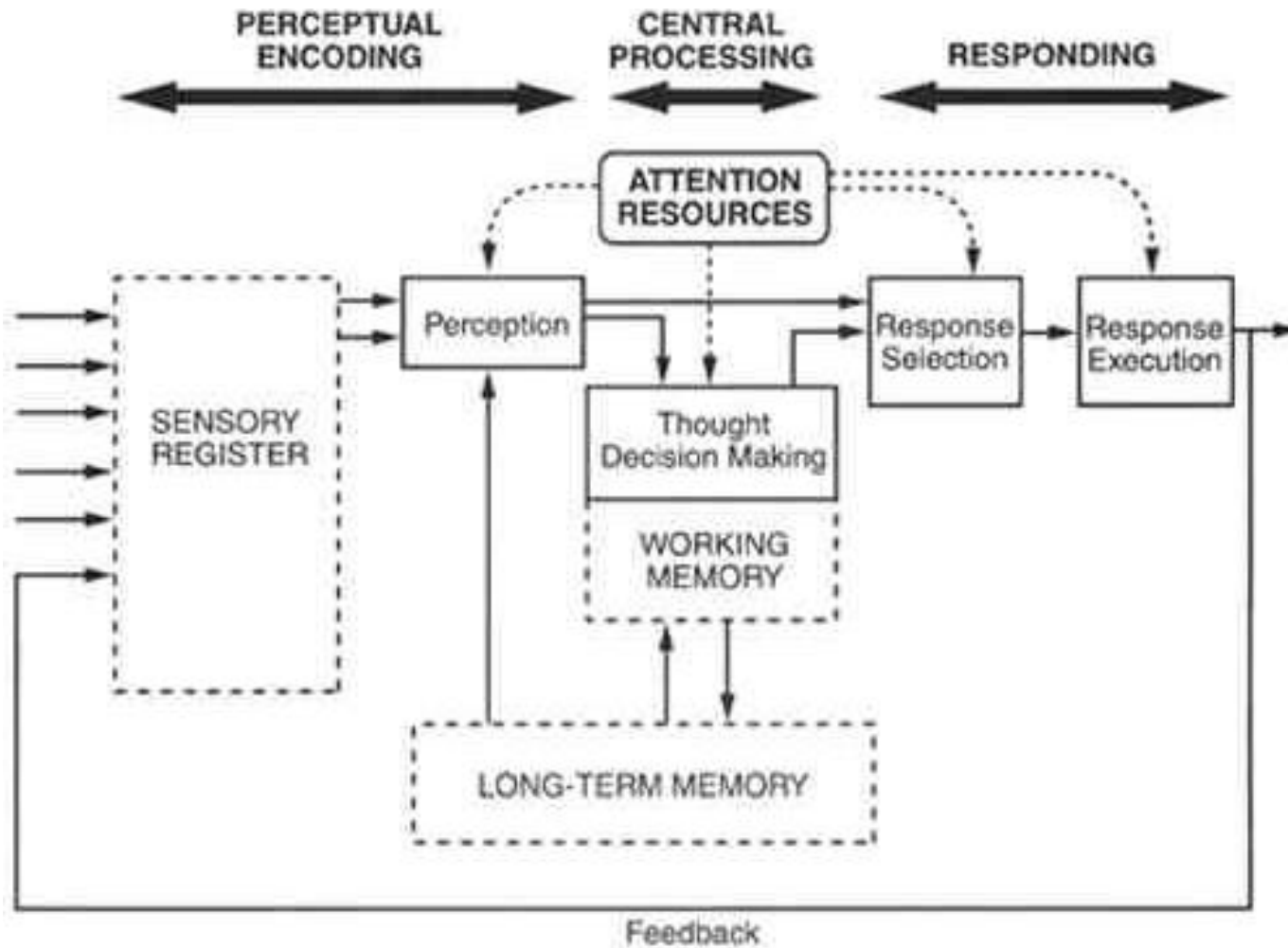
WHAT IS COMMUNICATION?

RELATIONSHIP



HUMAN INFORMATION PROCESSOR

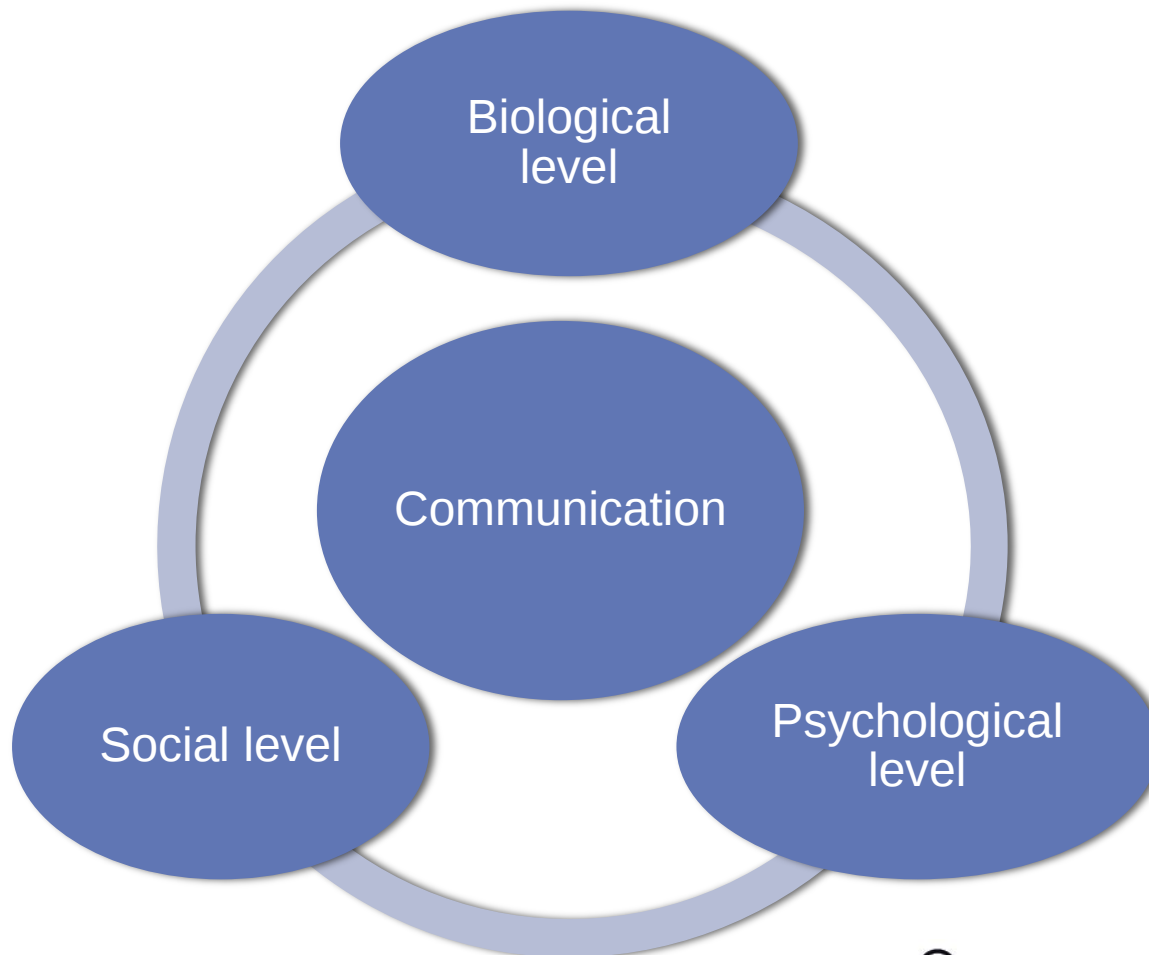




(Wickens, Lee, Liu & Gordon Becker 2004, p.122)

COMMUNICATION...

A COMPLEX PROCESS



WHAT DO YOU SEE?



COMMUNICATION CONTEXT

It is embedded in a certain situation or system:

- Historical time, a certain place, culture, etc.
- Power relationships
- Subjectivity of individuals
- Personal choice
- Social pressure
- Environment

Whole picture: <http://www.youtube.com/watch?v=E3h-T3KQNxU>

EXERCISE



Listen to the music (will be 3 parts)

After each musical moment:

- Pay attention to your mindset and feeling
- Exchange with the person next to you about it

HOW DO WE COMMUNICATE

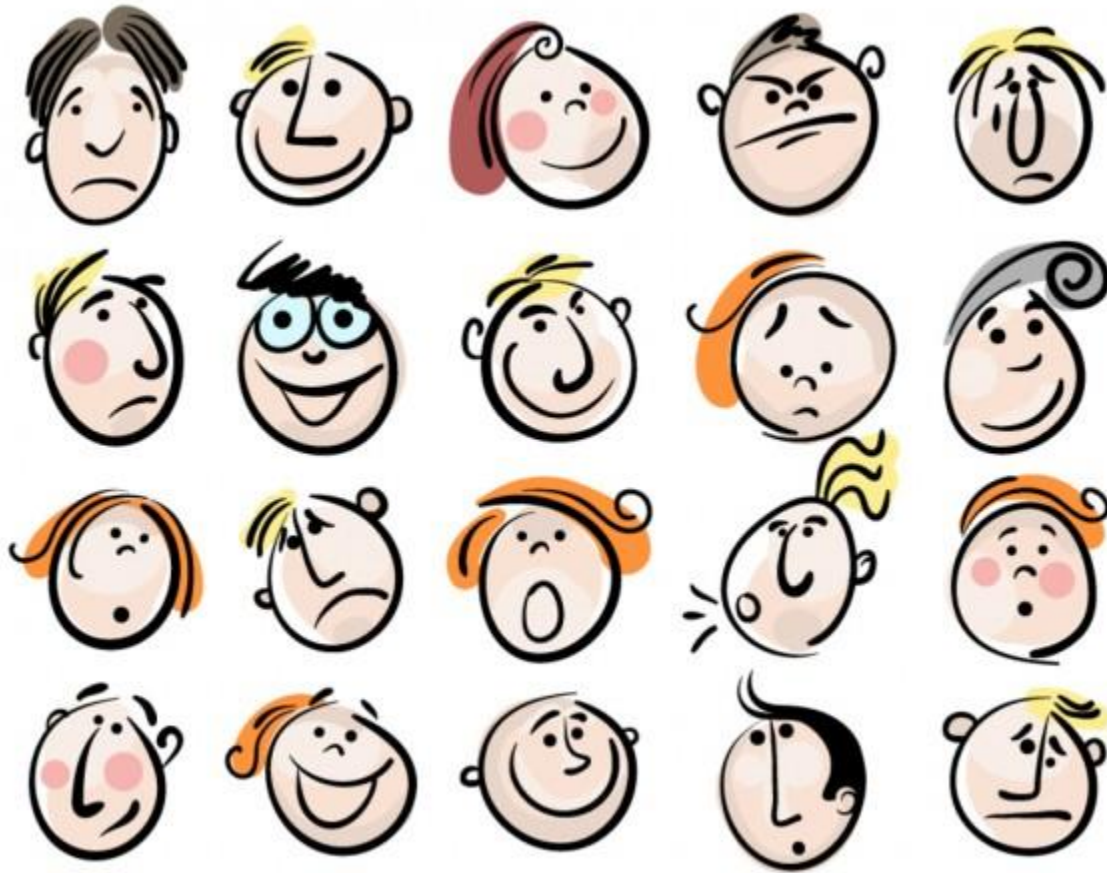
- Facial expressions (visual)
- Body language (visual)
- Voice (sound)
- Language (sound/verbal style and content - one more level of processing)
- Smell
-

We have access at all of these in a blink

EXERCISE

- Talk to a person you did not talk to earlier
- Share (take turns) a story that you experienced and it was
 - starting bad and ending ok
 - difficult / not proud of / embarrassing / failure
- Task: connect with each other while sharing your experiences

What emotions have you experienced or witnessed?



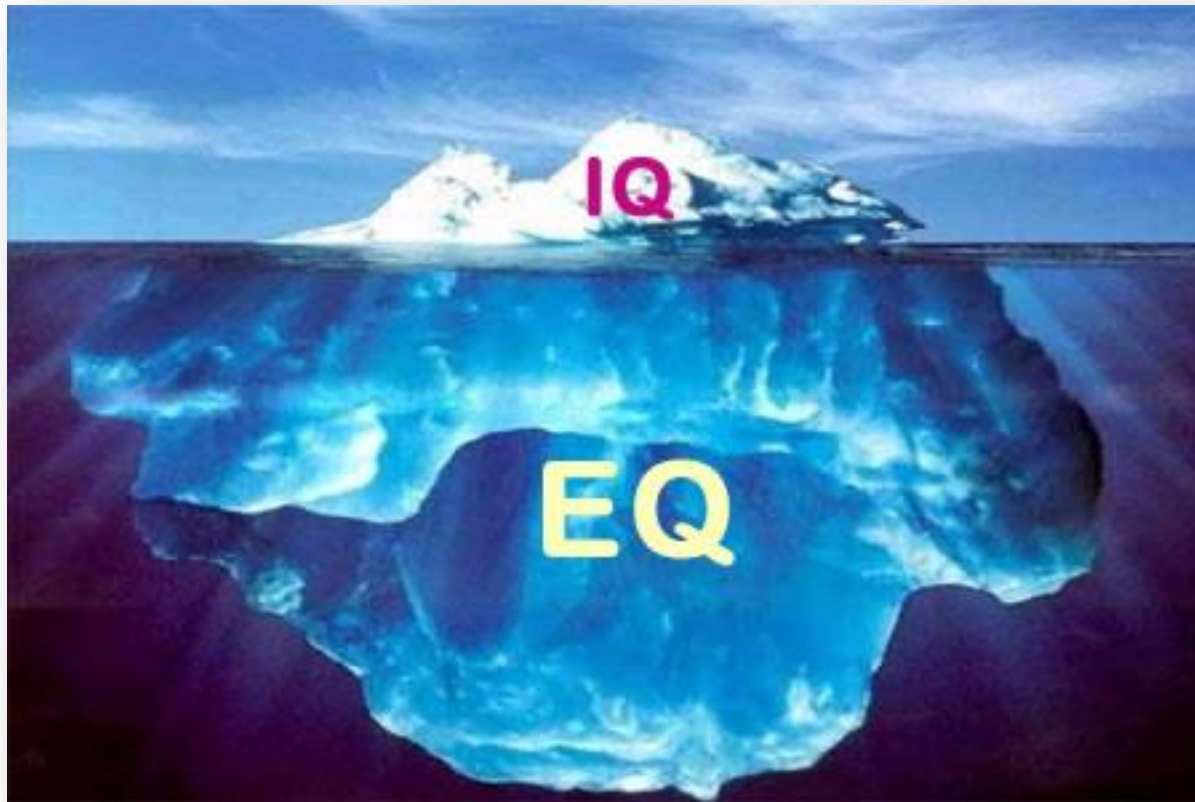
WHAT IS EMOTIONAL INTELLIGENCE?

“The capacity for **recognising** our own **feelings** and those of others, for motivating ourselves, for **managing** emotions well in **ourselves** and in our **relationships**.”

Dr. Daniel Goleman (1998)

Working with Emotional Intelligence

WHAT IS EMOTIONAL INTELLIGENCE?



MISCONCEPTIONS ABOUT EQ

- EQ is not about “being nice” or “touchy/feely”
- EQ does not mean giving free reign to feelings
- Women are not superior to men when it comes to EQ
- A person’s level of EQ is not fixed genetically, nor does it develop only in childhood
- While EQ can be learned, emotional maturity is a choice

ELEMENTS OF EQ

- Self-awareness

You being aware of you! Knowing your feelings and using them as a guide

- Self-regulation

Your ability to manage/control emotions, impulses and moods

TIME TO REFLECT...



BREAK



COMMUNICATION WITH THE OTHER(s)

4 Channels of communication

- Requestive



- Directive



- Nurturative

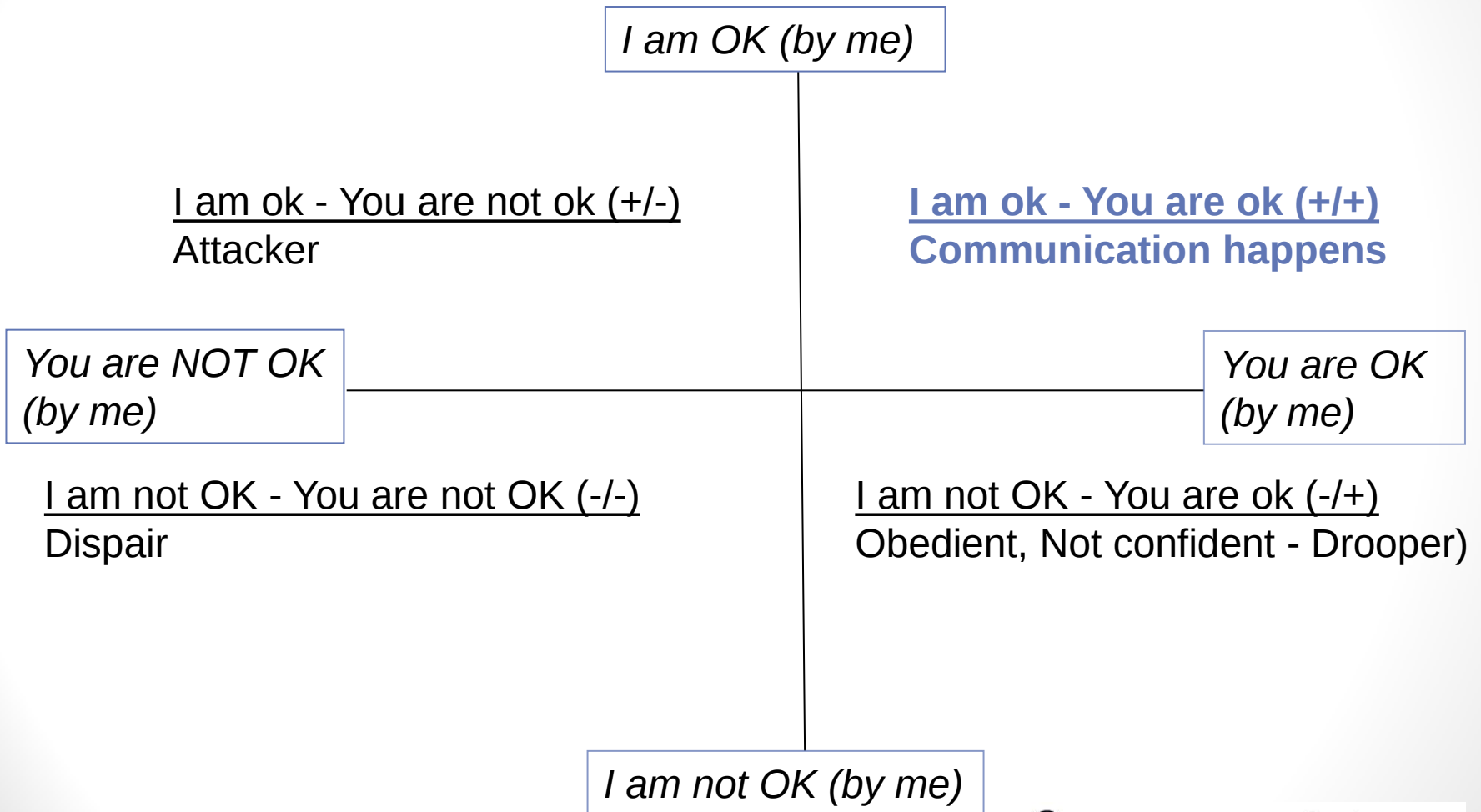


- Emotive

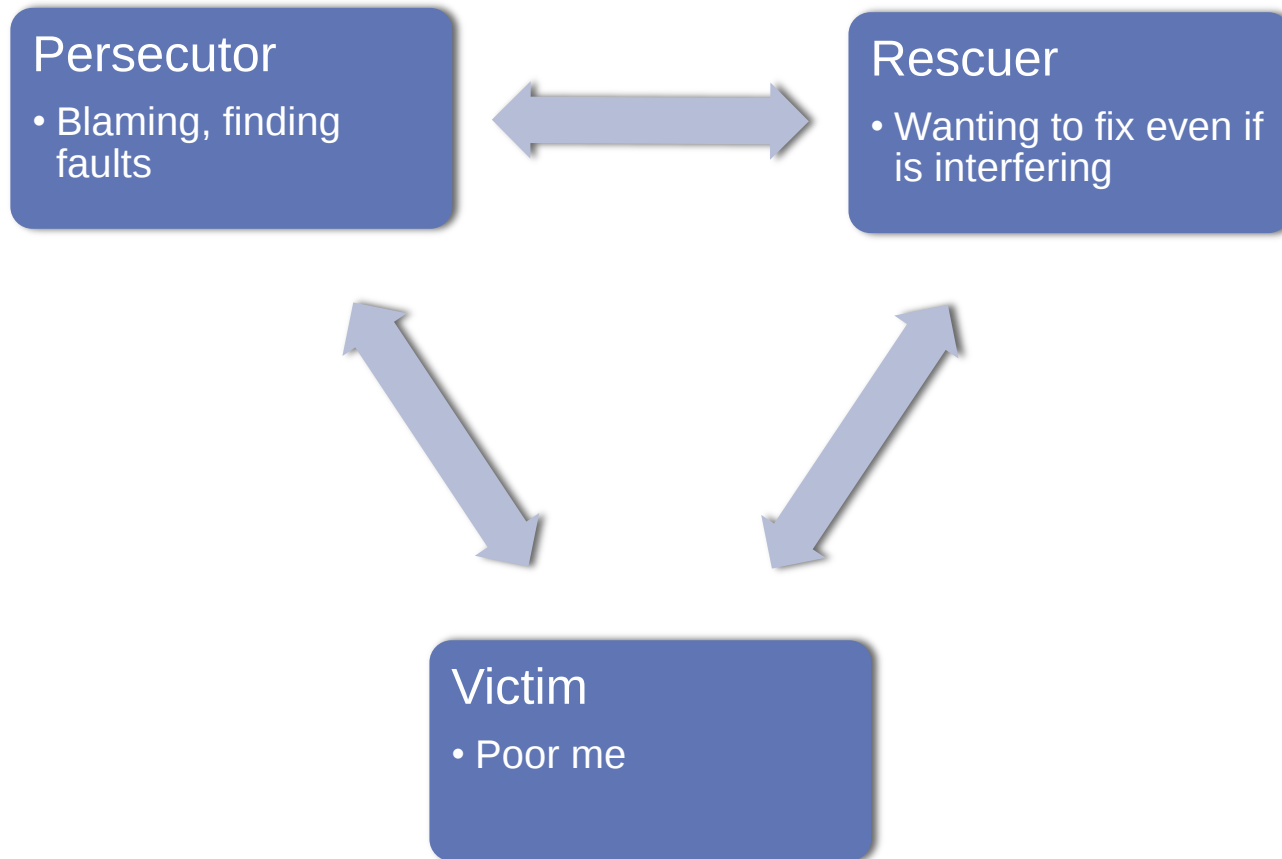


Process Communication Model of Taibi Kahler

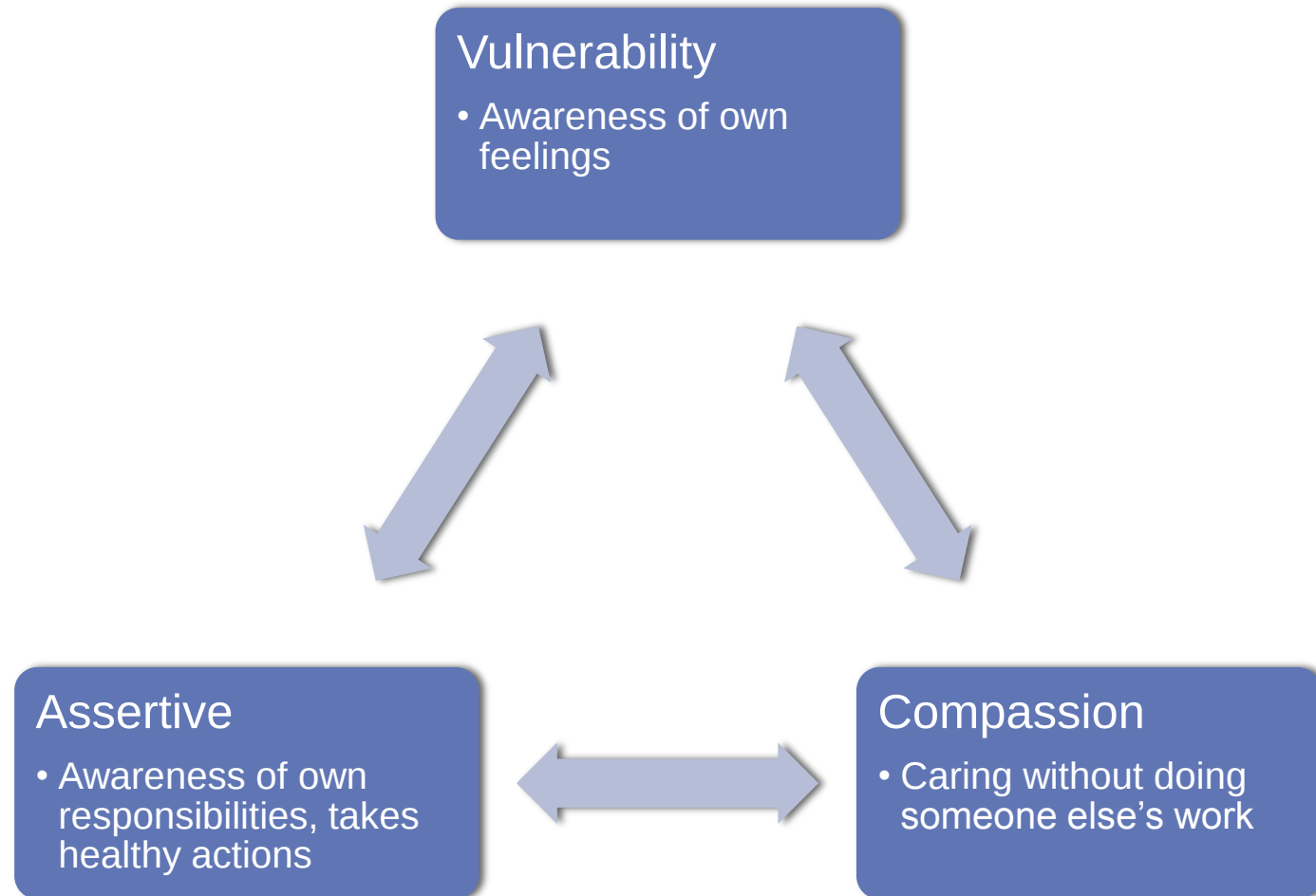
MODEL: LIFE POSITION



MODEL: KARPMAN TRIANGLE



MODEL: KARPMAN TRIANGLE REVERSED



MODEL: ZOOM IN - ZOOM OUT

○ Zoom in:

- The situation now and here
- Who is the person in front of me
- What is the subject of communication
- What is my objective in the communication

○ Zoom out:

- What is the general situation (work/home, casual/professional)
- What is my relationship with the person in front (past, power relation, trust)
- General context (Policy of the company, economic situation, emotional implication)
- General objectives (mine - person in front)

PERSUASION AND INFLUENCE

- Persuasion: messages aimed at changing (or revealing) opinions - attitudes - behavior
- When do people change behavior?
 - When they build up rational construction: rational decision
 - Social learning: observing the behavior of others
 - Affective processes (conditioning, “Mere exposure effect”, positive mood)

COMMITMENT

- Once people are committed to something, it is hard for them to escape from the situation without feeling bad about it
- In other words, they try to avoid cognitive dissonance, which is related to violations of self-consistency

EXAMPLE OF WINNING FORMULA

- Step 1

THE REQUEST OR OFFER

- Step 2

NEGOTIATION

- Step 3

ACCEPTANCE & COMMITMENT

GOOD PRACTICES

- Know yourself and be yourself
- There is not only one truth/view/perspective
- Use simple language, try other channels
- Combine authenticity with appropriateness
(communication context - time, persons, system, etc.)
- Clarification, questions, make sure you understood the other or that the other understood you
- Show openness to others ideas, opinions, give feedback without being judgmental

JOHN MAXWELL ECFC PRINCIPLES

1. Increases your influence in every situation
2. **Is all about others**
3. Goes beyond words
4. **Always requires energy**
5. Is more about skill than natural talent

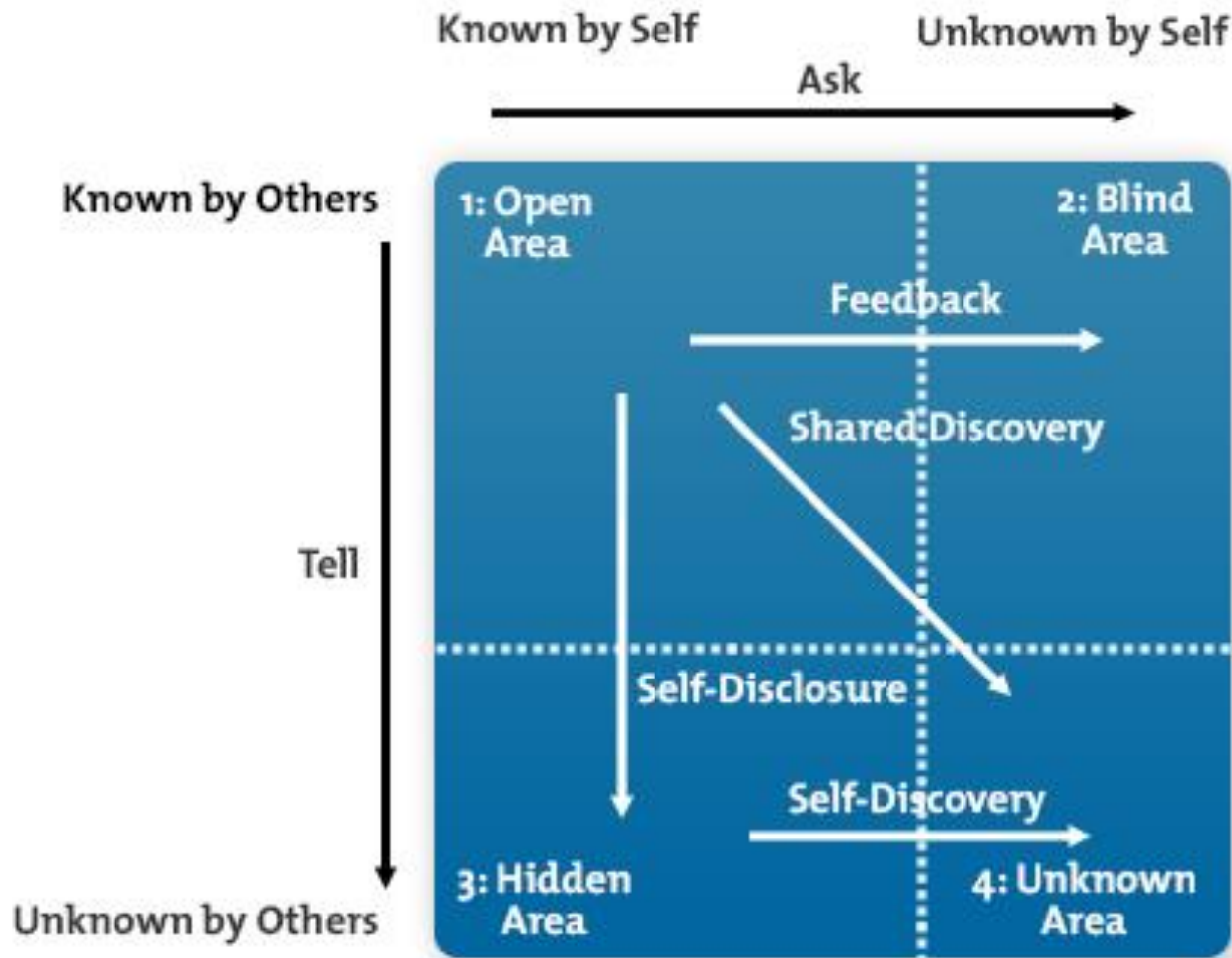
ALL ABOUT OTHERS

What makes us focus on ourselves and not others?

3 things JM suggests we ask...

1. Do you CARE for me?
2. Can you HELP me?
3. Can I TRUST you?

JOHARI'S WINDOW



HIGH ACHIEVERS	AVERAGE	LOW
Care about People as well as Profits	Concentrate on Production	Preoccupied with their own Security
View people in lower positions optimistically	Focus more on their own Status	Show a basic Distrust of subordinates
Seek advice from those under them	Reluctant to seek advice from those under them	Do not seek advice
Actively listen	Listen only to superiors	Avoid communication and rely on policy manuals

ECFC Practices: Connectors....

1. **Connect on common ground**
2. Do the difficult work of keeping it simple
3. Connectors create an experience everyone enjoys
4. Inspire people
5. Live what they communicate

COMMON GROUND



COMMON GROUND

- How do you find it?
- What are your connectors?
- Who are you MORE LIKELY to connect with?

PERSPECTIVE.....



ELEMENTS OF EQ

- Motivation

Can you keep working towards your goals? Do you love a challenge?

- Empathy

The ability to identify with and understand the wants, needs, and viewpoints of those around you

- Social skills

How well can you handle relationships? Can you deal with conflict? Do individuals want to work with you?

EQ QUOTIENT ASSESSMENT (Hand-out)



TIME TO REFLECT...



LUNCH BREAK



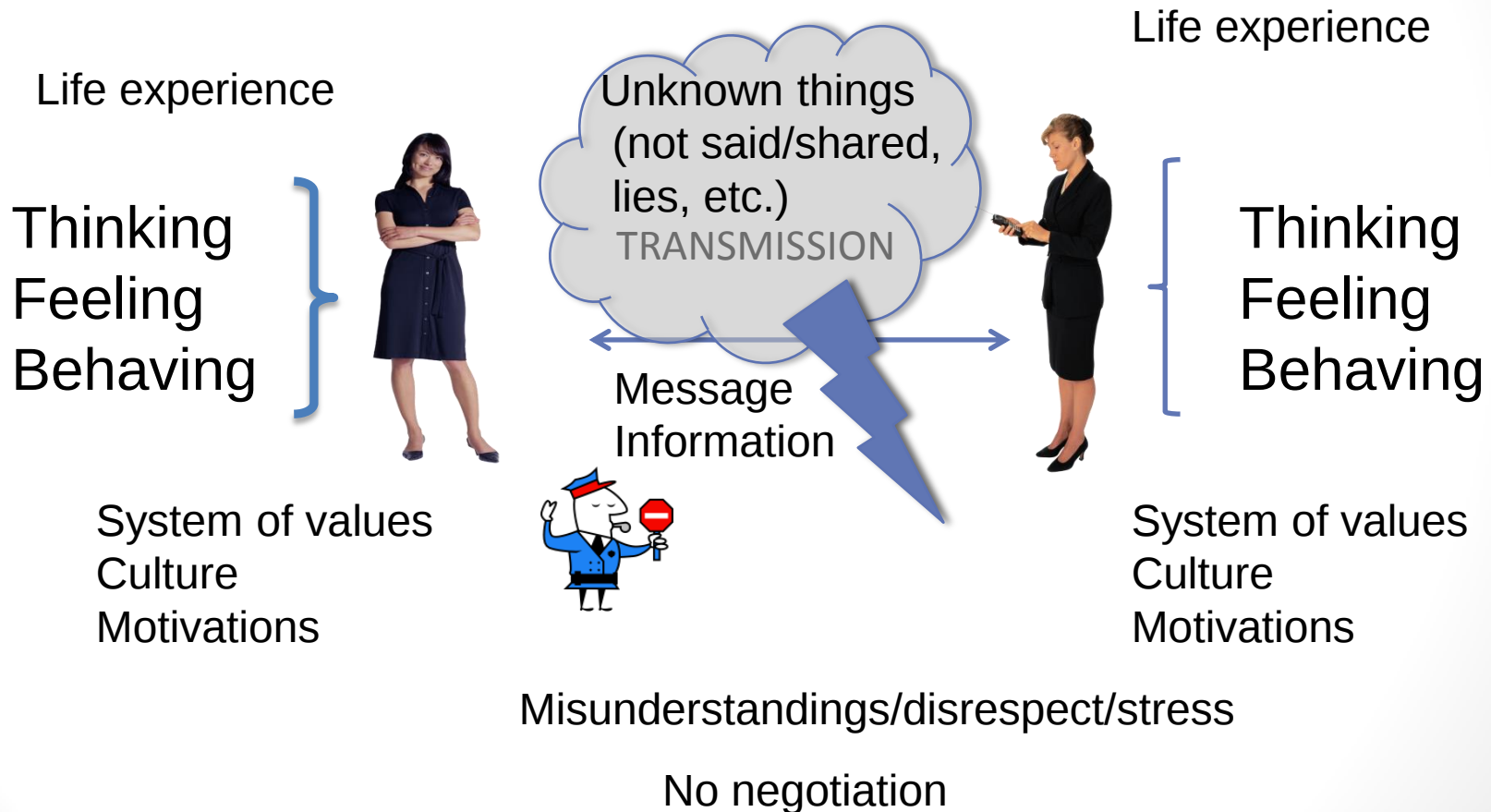
THE ALLIGATOR RIVER SCENARIO



STRESS

- Any situation perceived as over demanding
- Not using the right communication channel
- Not having different needs satisfied

CONFLICTS: PART OF COMMUNICATION



TOOL: STOPPERS

Attacker



Please stop that tone of voice and we will talk to clarify all misunderstandings!

Preacher

I know you are wishing only the best for us/company/situation. Let's find a solution together!

I told you so!



I see you know what should be done in this situation. Tell me about!

Blamer

I would like to have miraculous button for it. Don't you?! Would be cool to have one!

Drooper



Please, I think I misunderstood. Can you tell me the facts?...

Drooper

(confused)

Let's see together step by step what we can do!

RELAXATION



ECFC Practices: Connectors....

1. Connect on common ground
2. Do the difficult work of keeping it simple
3. Connectors create an experience everyone enjoys
4. **Inspire people**
5. Live what they communicate

CONNECTORS INSPIRE PEOPLE

- WHO INSPIRES YOU?
- MOTivatiON



BREAK



SIX EMOTIONAL LEADERSHIP STYLES

- The VISIONARY LEADER
- The COACHING LEADER
- The AFFILIATIVE LEADER
- The DEMOCRATIC LEADER
- The PACE-SETTING LEADER
- The COMMANDING LEADER

ECFC Practices: Connectors....

1. Connect on common ground
2. **Do the difficult work of keeping it simple**
3. Connectors create an experience everyone enjoys
4. Inspire people
5. Live what they communicate

KEEP IT SIMPLE

- A word to the wise is sufficient
- A word to the wise may be sufficient

KEEP IT SIMPLE

- It is believed that a word to the wise may be sufficient
- It is believed by some that a word to the wise may be sufficient under some conditions

KEEP IT SIMPLE

- Indications are that it is believed by some that a word to the wise may be sufficient under some conditions, although this may possibly vary under differing circumstances. This conclusion may not be supportable under detailed analysis and should be used only in a general sense with a full realization of the underlying assumptions.

CONNECTORS LIVE WHAT THEY COMMUNICATE

- What makes you credible?
- You are a role model - are you setting an example?
- Can other people count on you?
- How do you know someone trusts you?

QUESTIONS



TIME TO REFLECT...



FEEDBACK



CLOSURE

- What different thoughts do you have?
- What are you committed to doing differently?

THANK YOU FOR YOUR
ATTENTION!

