

Agenda

- Getting to know ourselves
- Conversational strategies to engage others
- Discussion

Consulting vs. Teacher vs. **Coaching**

- the professional and confidential space
- to objectively discuss
- in order to identify your own solutions
- towards being your best self,
- and moving forward with your leadership
- for yourself and for your impact on others.

What is a **communication**?

Chemical Conversations

Cortisol

Oxytocin

Quote

“Communication is like oxygen to a relationship. Without it, it dies.”

~ *Tony Gaskins*

What is Psychological Safety?

Being Authentic

Quote

“Be who you are and say what you feel. Those who mind don’t matter and those who matter don’t mind.”

~ Dr. Suesse

Your Leadership

1. What kind of **leader** do you want to be?
2. What kind of **impact** do you want to have?
3. What **legacy** do you want to leave?

Values – Barrett’s Value’s Assessment Free on the internet	Strengths – Strength Finder 2.0 Approximately \$35
What are your Values?	What are your Strengths?
How do you live them?	How do you leverage them?

What we communicate...

vs.

How we communicate...

Quote

“To get to the next level of greatness depends on the quality of the culture, which depends on the quality of the relationships, which depends on the quality of the conversations. Everything happens through conversations!”

~Judith E. Glaser Founder of Conversational Intelligence

Self-Regulation



Co-Regulation

Conversations



Building Relationships,
Connectivity & Trust

Quote

“There can be as much value to the blink of an eye as in months of rational analysis.”

~Malcolm Gladwell

Culture of Trust and Connectivity

With every interaction, it is an opportunity to build _____

Primitive Brain

- 1.
- 2.
- 3.
- 4.

How many seconds
does it take
for us to draw
our conclusion?

THREATS

What do threat looks like to you?

When we “sense” danger or “uncertainty”...

1. F
2. F
3. F
4. A
5. F

The Primitive Brain

Awareness

- What behaviours do you recognize in you when your primitive brain is activated?
- What do you feel when your primitive brain is communicating?

Ladder of Conclusion (C-IQ ©)

Conversation → bio-reaction → Feelings → Thoughts → Beliefs → Conclusions

Conclusions → Our movie of choice.

Quote

“Holding on to anger is like drinking poison and expecting the other person to die.”

~ *Buddah*

Video – 3 Simple Rules from **Roadhouse**... “Just stay calm!”

Ladder of Conclusion



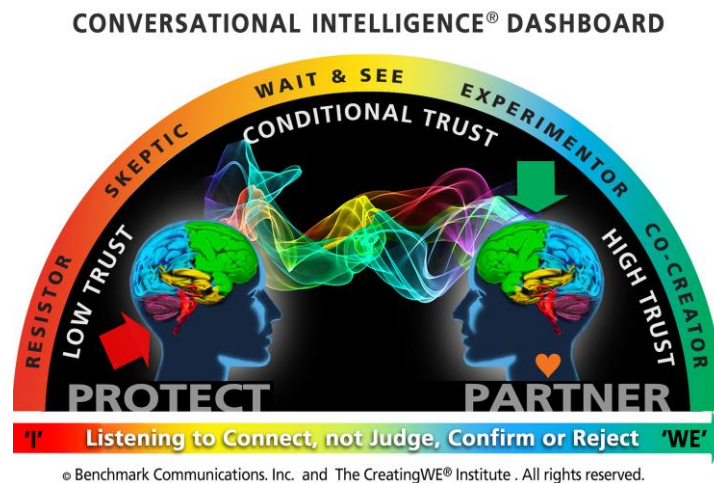
Ladder of Possibilities

Pre-Frontal Cortex

Awareness

- What behaviours do you recognize in yourself when your Pre-Frontal Cortex is engaged?
- What do you feel when your Per-Frontal Cortex is communicating?

FRIEND



Persuasion – Pushing people around

Influence – Pulling or Inviting people in

Self-Regulation



Co-Regulation

Three Levels of Conversation

1. Transactional

Tanya Nesterenko, MHS. CEC ACC, C-IQ

www.theexecutivepresence.ca

416-998-8257

2. Positional

3. Transformational

“Having a vision of optimum outcome for a situation without force or coercion, motivating people to work together making the vision a reality.”

~Judith E. Glaser

**Down Regulate
Do Less Of**

**Up Regulate
Do More Of**

Exclude	→
Judge	→
Limit	→
Withhold	→
Know	→
Dictate	→
Criticize	→

STRATEGIES

Quote

“The Problem is not the problem. The problem is how you see the problem.”

~Captain Jack Sparrow

1. Reframe – Refocus – Redirect

- Our feelings
- Our thinking
- Our words
- The situation

Video – “Get Serviced” (You Tube)

2. Find commonality – Connecting and Pairing

- What do we have in common? (Monkeys and Clocks)

3. Words Create Worlds

- Our language is a currency
- Using a person’s name
- Acknowledgement
- Apologizing vs. Appreciating
- Stating our needs

- Positive Solution Focused Language

4. Ask for Clarification

- Why?

5. Non-Verbal

Verbal – Your words? ___ %

Vocal – Your voice? ___ %

Visual – What people see of you? ____%

- Smile
- Eye Communication
- The Pause
- Your Intonation

6. Listening to Connect

What was heard?
vs.
What was communicated?

Intent
vs.
Impact

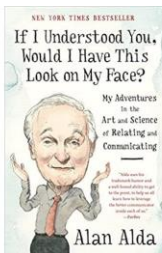
- Listening to an Idea

What does Listening to Connect mean for you?

Awareness

What objective behaviours do you engage in to demonstrate and communicate that you are listening to connect and not to simply respond?

Resource



“If I Understood You, Would I Have This Look on My Face?”
Alan Alda

Continued Learning 1

L. E. A. R. N.

L – What did you **LIKE** most?

E – What **EXCITED** you?

A – What made you most **ANXIOUS**?

R – How might you **REFRAME/REFOCUS/REDIRECT** towards moving forward and doing things differently?

N – What do you **NEED** next?

Continued Learning 2

What behaviour(s) are you going to focus on to Up Regulate or Do More of?

And what strategies or behaviour(s) are you going to put into place in order to Up Regulate or Do More of? What are at three possible ways?

- Include
- Appreciate
- Expand
- Share
- Discover
- Develop
- Celebrate

**“Did you do your best
with the resources
that were available to you today?”**