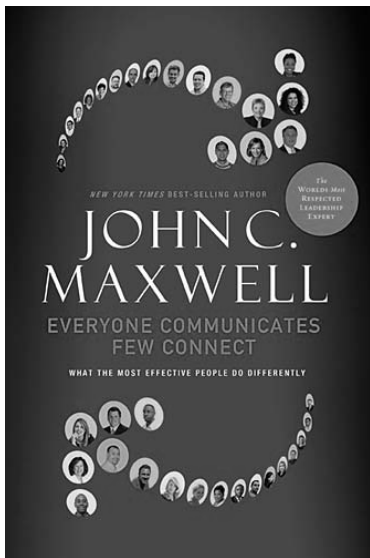


Everyone Communicates, Few Connect Oregon



Gabrielle K. Gabrielli, Ph.D., CGMP

Maxwell Certified Coach, Trainer, Speaker

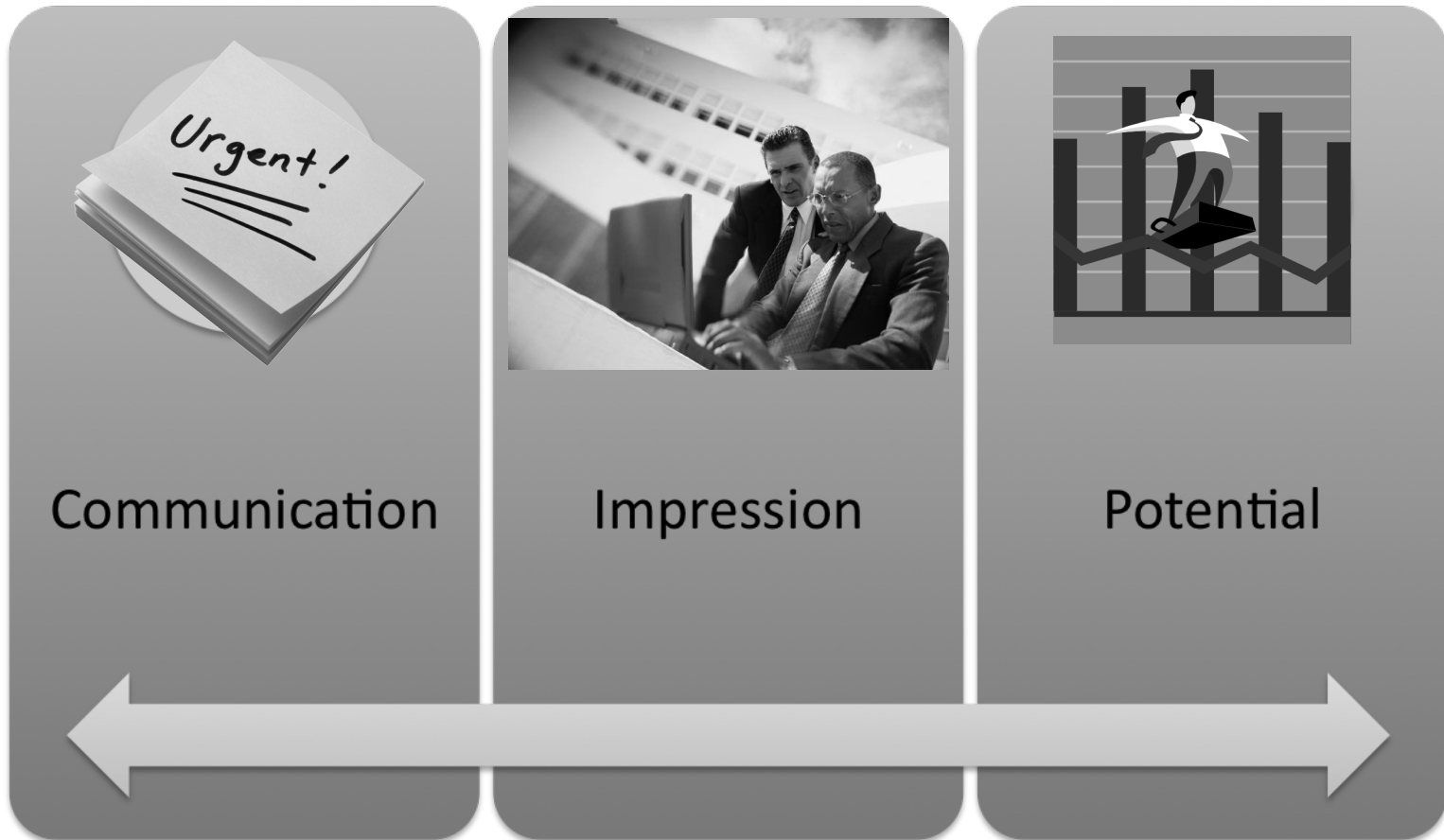
8 October 2014

Learning Objectives

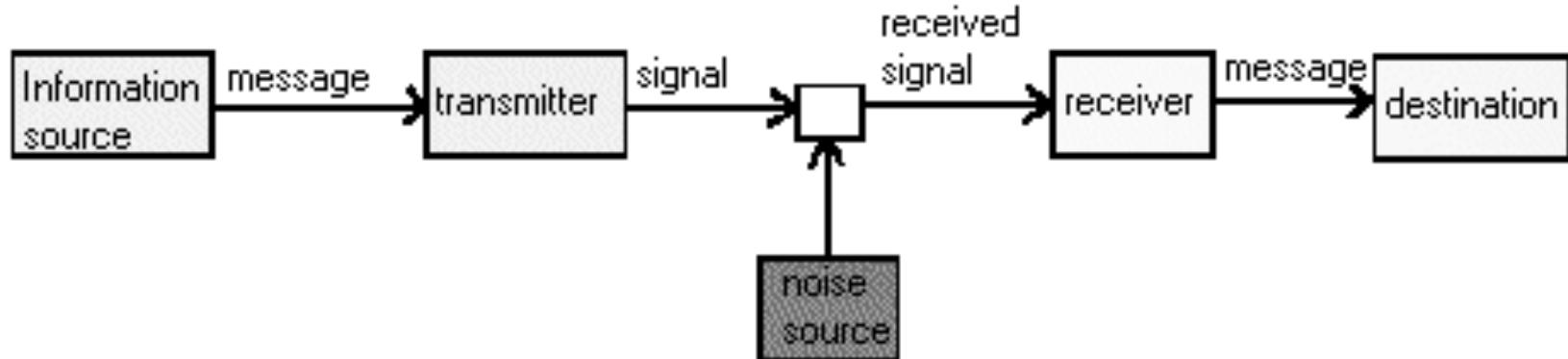
By the end of this course, participants should be able to:

- Discuss the importance of connecting with people instead of just communicating.
- Describe the benefits of connecting with others.
- Explain techniques for increasing positive influence on other people.
- Apply strategies to improve communication with other people to connect at a higher level.

Communication = Potential

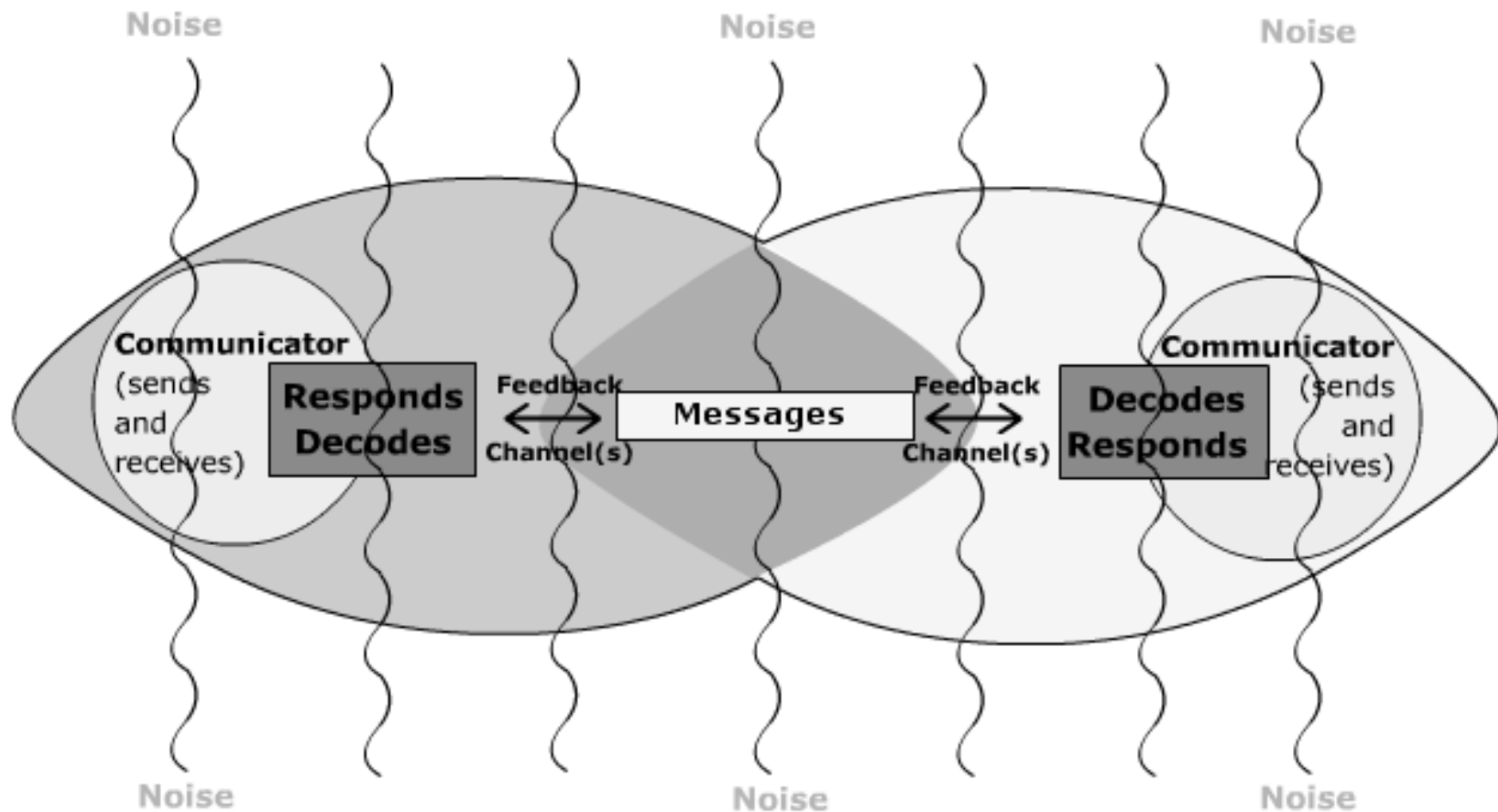


Communication Model



Shannon-Weaver

Communication Model



The Power of Words

**I'VE LEARNED THAT
PEOPLE WILL FORGET
WHAT YOU SAID,
PEOPLE WILL FORGET
WHAT YOU DID, BUT
PEOPLE WILL NEVER
FORGET HOW YOU
MADE THEM FEEL.**

-Maya Angelou



Choose Words Carefully

Instead of saying this...		Say this.	
Let me transfer you.		Let me connect you.	
I can....		I will....	
I'm not sure what you want.		I would be happy to help.	
It's not my job.		Let me see what I can do.	
I need to...		May I?	
I can do that.		I would be happy to take care of that for you.	
You're welcome.		It's my pleasure.	
I can't....		Here are two other options....	
Okay, no problem.		I am happy to assist.	
The policies say...		Let me see what I can do.	
These are the facts.		Let me take a look to see what happened.	
I have to...		I get to...	

Research Says....

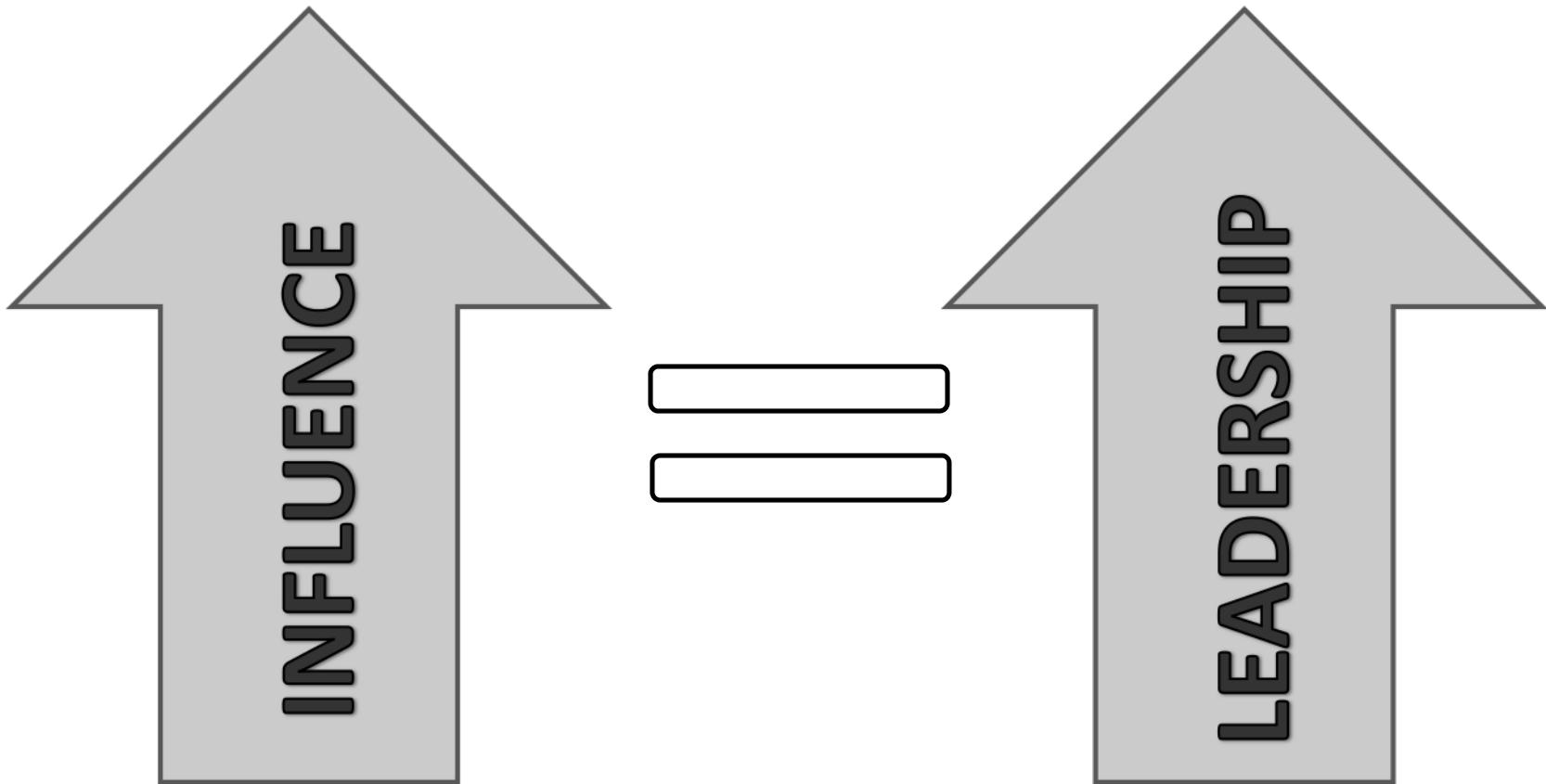


Communication-Connect Message

Every communication is an opportunity for a powerful connection. Developing your ability to connect with others:

1. Creates better relationships
2. Reduces conflict
3. Increases accomplishments
4. Effectively conveys ideas
5. Attracts followers

Goal is to Increase Influence



Connecting Principles #1 INFLUENCE

Connecting increases your influence in every situation.

Successful U.S. Presidents exhibit 5 qualities:

1. Vision
2. Pragmatism
3. Consensus Building
4. Charisma
5. Trustworthiness

4 of the 5 skills to being a successful leader have to do with connecting.

Connecting Principle #1 INFLUENCE

Most people who disconnect aren't aware.

Connecting Signals

Extra Effort

people go the extra mile

Unsolicited Appreciation

people say positive things

Unguarded Openness

people demonstrate trust

Increased Communication

people express themselves more readily

Enjoyable Experiences

people feel good about what they are doing

Emotional Bondedness

people display a connection on an emotional level

Positive Energy

people's emotional "batteries" are charged by being together

Growing Synergy

people's effectiveness is greater than the sum of the contributions

Unconditional Love

people are accepting without reservation

Connecting Principle #1 INFLUENCE



Jay Hall, Ph.D., Teleometrics, conducted a study on the performance of 16,000 executives.

CONCLUSION: direct correlation between achievement and the ability to care for and connect with people.

“Leadership is not about titles, positions or flowcharts. It is about one life influencing another.” *John C. Maxwell*

Connecting Principle #1 INFLUENCE

HIGH ACHIEVERS

Care about people
as well as profits

View
subordinates
optimistically

Seek advice
from those
under them

Actively listen

AVERAGE ACHIEVERS

Concentrate on
production

Focus more on
their own status

Reluctant to seek
advice from those
under them

Listen only to
superiors

LOW ACHIEVERS

Preoccupied
with their own
security

Show a basic
distrust of
subordinates

Do not seek
advice

Avoid
communication and
rely on policy
manuals

Modes of Listening

- ***Combative listening*** takes place when we listen only to look for flaws in the other person's point of view.
- ***Passive listening*** takes place when we truly try to hear the other person's point of view. However, with passive listening, we do not yet provide feedback to verify whether we have understood.
- ***Active listening*** takes place when we provide feedback to verify whether or not we have understood the sender.

Listening Actively

- Listen with your ears, your eyes, and your heart to concentrate on what the person is saying and to empathize.
- Pay attention to speaker's facial expressions and other nonverbal cues for insight into the message.
- Listen without interruption. Note key phrases and document the information that the interviewee says.
- Provide feedback checks to the speaker. Restate, paraphrase, or ask questions of the interviewee to confirm that you received the message as intended.

Activity

- Get with a partner **you don't know well**.
- Pick who will be the speaker first and who will be the listener first.
- Discuss whatever is on your mind for 2 minutes.
- Switch roles.

Examining Body Language and Behavioral Cues

- Observe what message your body language conveys:
 - facial expressions or gestures
 - shifts in eye contact
 - crossed arms or legs
 - placement of feet
 - excessive sweating
- Be aware of nonverbal messages you send.



Connecting Principle #2 OTHERS

Connecting is all about OTHERS and not ourselves.

Why do we focus on ourselves and not others?

1. Immaturity

Maturity is the ability to see and act on behalf of others

2. Ego

3. Failure to value everyone

3 Connecting Questions:

1. Do you CARE for me?

2. Can you HELP me?

3. Can I TRUST you?

Connecting begins when the other person feels valued..

Connecting is all about others.

© Randy Glasbergen.
www.glasbergen.com



“There is no *I* in *TEAM*. But there is an *M* and an *E* and that spells *ME*!”

Communication Self-Assessment

	Always	Usually	Sometimes	Rarely	Never
I listen carefully and rephrase information for better understanding.					
I put myself in the speaker's place in order to better understand the message.					
I ask questions if the message is not clear.					
I concentrate on what is being said and avoid outside distractions.					
I control my emotions when receiving information from others.					
I make eye contact when communicating with others.					
I use appropriate body language and nonverbal cues when listening.					

Connecting Principle #3 COMMUNICATION

Connecting goes beyond words.

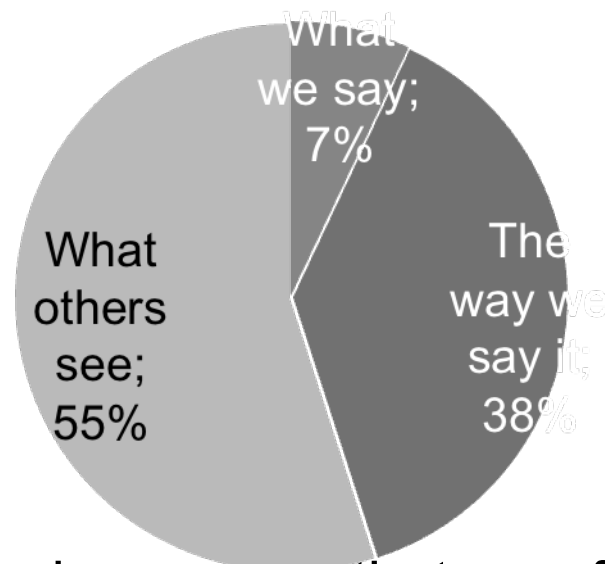
3 components to face-to-face communication

WORDS

TONE OF VOICE

BODY LANGUAGE

How others believe what we say when we communicate:



>90% of the impression that we often convey has nothing to do with what we actually say!

Connecting Principle

- *Connecting Goes Beyond Words*



Connecting Principle #3 COMMUNICATION

Communication Breakdowns

Breakdown	Thought – knowing	Emotion – feeling	Action - doing
Dispassionate	I know this	I do not feel this	
Theoretical	I know this		I do not do this
Unfounded	I do not know this	I feel this	
Hypocritical		I feel this	I do not do this
Presumptuous	I do not know this		I do this
Mechanical		I do not feel this	I do this

Connecting Principle #3 COMMUNICATION

Action – something we do; connecting
visually; what people see

Thought – something we know; connecting
intellectually; what people understand

Emotion – something we feel; connecting
emotionally; what people feel

Connecting Principle #4 ENERGY

Connecting always requires ENERGY.

4 Unpardonable sins of a communicator:

Unprepared

Uncommitted

Uninteresting

Uncomfortable

3 of the 4 require a lot of effort and energy

Connecting requires:

1. Initiative – go first!
2. Clarity – prepare
3. Patience – slow down
4. Selflessness – give
5. Stamina – recharge

Connecting Principle #5 - SKILL



“All great speakers were bad speakers first.”
-Ralph Waldo Emerson

Connecting Requires Skill

*Connecting is more SKILL
than natural talent.*



Connect in Their World

- Know your audience and whom you'd like to serve.
- Network in person.
- Connect via social media - LinkedIn, Google+ YouTube, Facebook, Pinterest, Instagram, etc.

443 New Likes

627↑ Talking About This

23,000↑ Weekly Total Reach

Connect with me: <https://facebook.com/GabrielleConsulting>

[LinkedIn](#), [Twitter](#), [Pinterest](#): gabriellefsu

YouTube: <https://www.youtube.com/user/GabrielleConsulting>

Generational Communication

	Traditionalists (1900-1945)	Baby Boomers (1946-1964)	Generation X (1965-1980)	Generation Y (1981-2000)
Work Ethics and Values	Hardworking, respect authority and rules, wise	Workaholic, want to please, love to have meetings	Independent, tech-savvy, value balance	Tech-savvy, team-oriented, high expectations
Work is a(an):	obligation	challenge	responsibility	means to an end
Communication	Personal Note	Phone	Email	Text
Style	Directive	Collegial	Entrepreneurial	Participative
Motivated by....	Your experience is respected.	You are needed.	Let's cut through the red tape.	Let's hear what you have to say.
How to get what you want:	Ask opinions.	Ask permission.	Let them do it their way.	Include them on a team.
Liabilities	Intolerant	Avoid conflict	Skeptical	Demanding

Connecting Practice #1 COMMON GROUND

Connectors connect on common ground.

Barriers to finding common ground:

Assumption

Arrogance

Control

Indifference

Connecting Practice

Connectors connect on common ground.



Connecting Practice #1 COMMON GROUND

Choices to finding common ground:

Availability

Listening

Questions

Thoughtfulness

Openness

Likeability

Humility

Adaptability

Connecting Practice #2 SIMPLICITY

Connectors do the difficult work of keeping it SIMPLE.

4 components to connect through communication

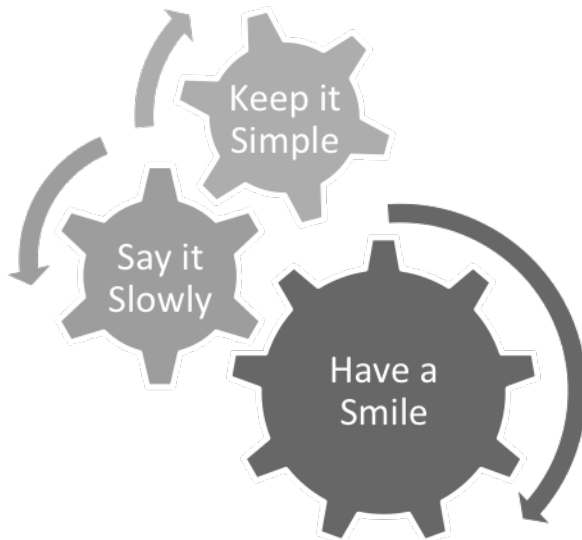
Humor

Heart

Hope

Help

Three S



Art of Simplicity

- 1. Talk to people, not above them.*
- 2. Get to the point.*
- 3. Say it over and over and over again.*
- 4. Say it clearly.*
- 5. Say less.*

Connecting Practice #3 EXPERIENCE

Create an EXPERIENCE everyone enjoys.

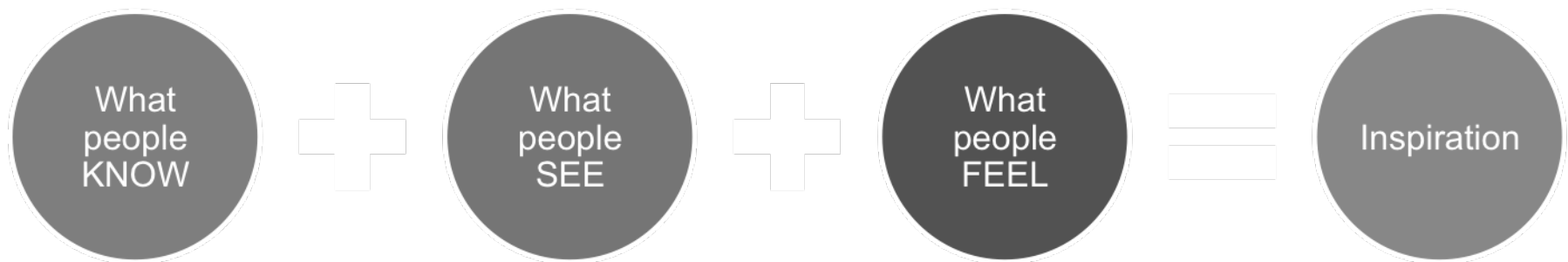
How to be interesting:

1. Take responsibility for your listeners.
2. Communicate in their world.
3. Capture people's attention from the start.
4. Say it so it sticks.

Connecting Practice #4 INSPIRE

Connectors INSPIRE people.

Inspiration Equation



What do people
need to KNOW?

- That you understand them and are focused on them
- That you have high expectations of them

What do people
need to SEE?

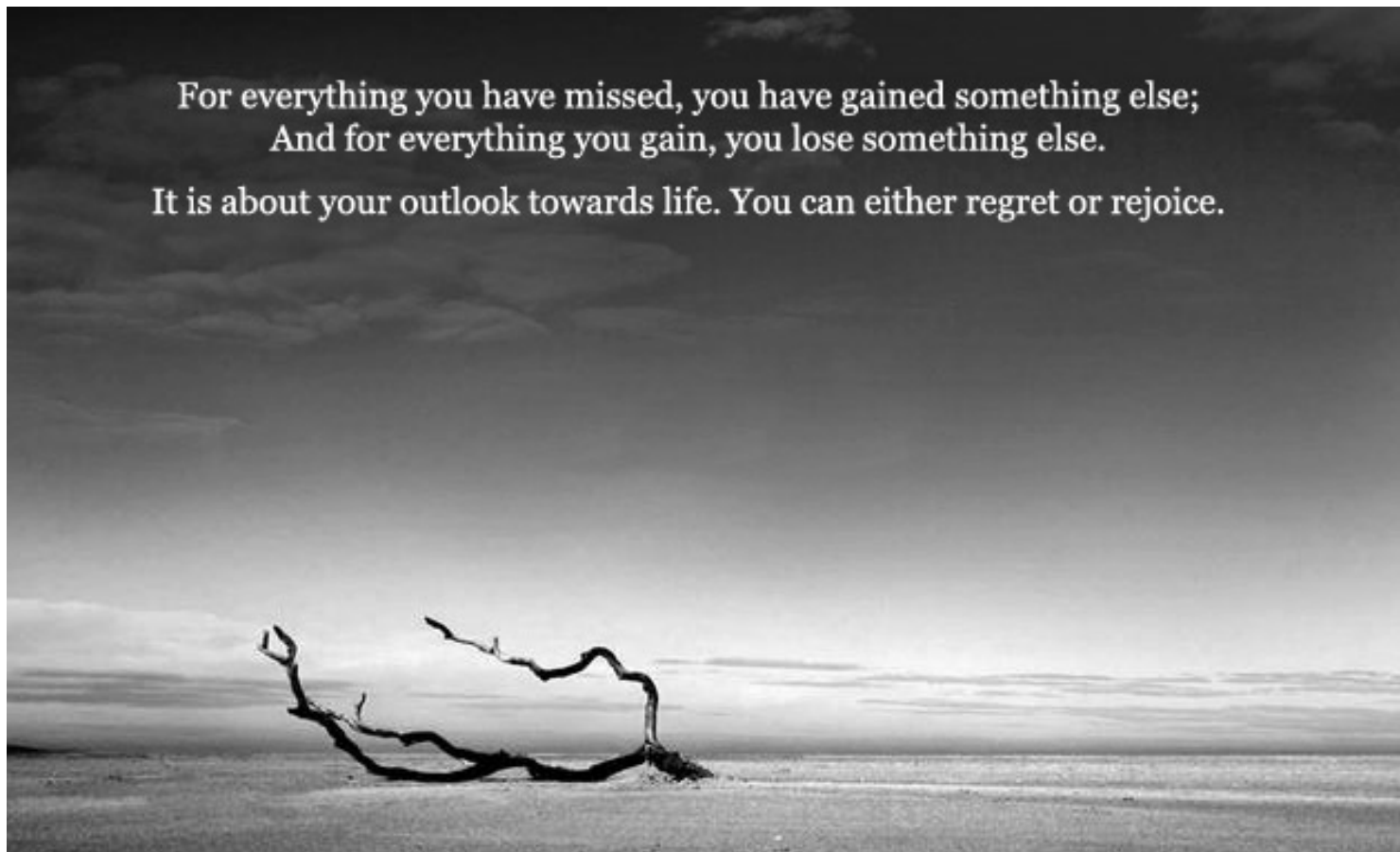
- Your conviction
- Your example

What do people
need to FEEL?

- Your confidence in yourself and them
- Your gratitude for them

Connecting Practice #4 INSPIRE

“Strive not to be a success, but rather to be of value.” –Albert Einstein



Connecting Practice #5 CREDIBILITY



Walk the Talk

Connectors live what they communicate.

Connecting Practice #5 CREDIBILITY

CREDIBILITY is the currency that connectors have.

Credibility Checklist

1. Have I connected with myself?
2. Have I made right my wrongs?
3. Am I accountable?
4. Do I lead like I live?
5. Do I tell the truth?
6. Am I vulnerable?
7. Am I following the Golden Rule?
8. Do I deliver results?

Application of Concepts

- When communicating, find common ground, make communication simple, capture people's interest, inspire others, and be real.
- When you communicate, you must include: thought (something I know); emotion (something I feel); and action (something I do).

Influence inventory

WHO do you influence?



Influence Inventory

How do you influence others?

FORCE



Influence Inventory

How do you influence others?

INTIMIDATION



Influence Inventory

How do you influence others?

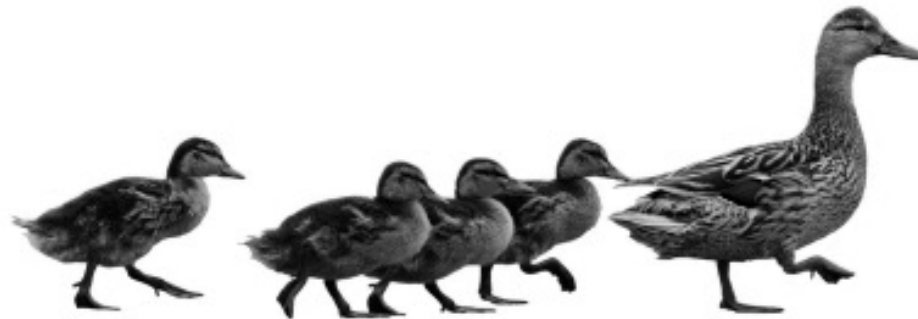
MANIPULATION



Influence Inventory

How do you influence others?

POSITION



Influence Inventory

How do you influence others?

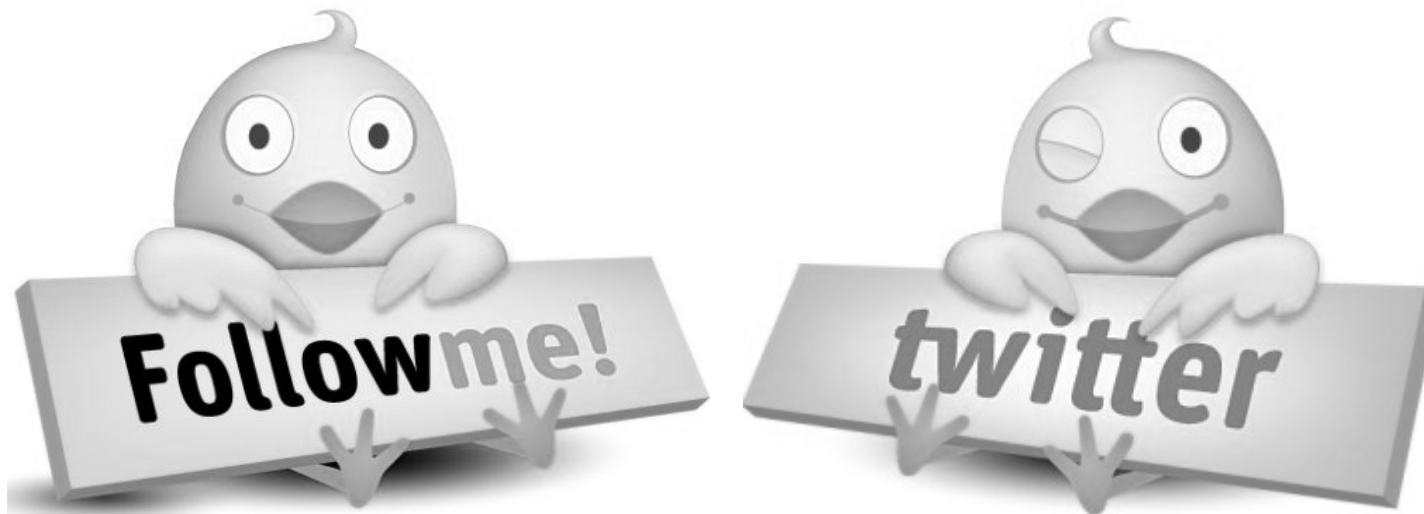
EXCHANGE



Influence Inventory

How do you influence others?

PERSUASION



Influence Inventory

How do you influence others?











RESPECT



Influence Inventory

How MANY do you influence?



1	Lady Gaga (@ladygaga) mother monst ^{er}  Follow	9,585,914 followers	143,575 following	688 tweets
2	Justin Bieber (@justinbieber) NEVER SAY NEVER 3D is in Theatres!! and the new NeverSayNever Remix album with Kanye, Rascal Flatts, Miley, Chris Brown, Usher, and Jaden Smith is in STORES!  Follow	9,170,748 followers	111,074 following	8,788 tweets
3	Britney Spears (@britneyspears) It's Britney   Follow	7,593,171 followers	420,002 following	719 tweets
4	Barack Obama (@BarackObama) 44th President of the United States  Follow	7,531,658 followers	698,567 following	1,332 tweets
5	Kim Kardashian (@KimKardashian) business woman, exec producer, fashion designer, perfumista  Follow	7,269,328 followers	135 following	7,394 tweets
6	Katy Perry (@katyperry) i kissed a girl   Follow	6,913,475 followers	69 following	2,802 tweets
7	ashton kutcher (@aplusk) I make stuff, actually I make up stuff, stories mostly, collaborations of thoughts, dreams, and actions. That's me.  Follow	6,590,092 followers	627 following	6,656 tweets
8	Ellen DeGeneres (@TheEllenShow) Comedian, talk show host and ice road trucker. My tweets are real, and they're spectacular.  Follow	6,493,119 followers	48,613 following	4,306 tweets

Influence Inventory

WHEN do you influence others?

Leaders sense:



LEADERS ARE READERS
Teachable Moments

Influence Inventory

WHEN do you influence others?

Leaders sense:



Breakthrough places

Influence Inventory

WHEN do you influence others?

Leaders sense:



Catalyst times

Influence Inventory

WHY do you influence others?



Influence Inventory

WHERE do you influence others?



Insights into Influence

Leadership is
INFLUENCE

Our influence with
others is usually not in
ALL AREAS

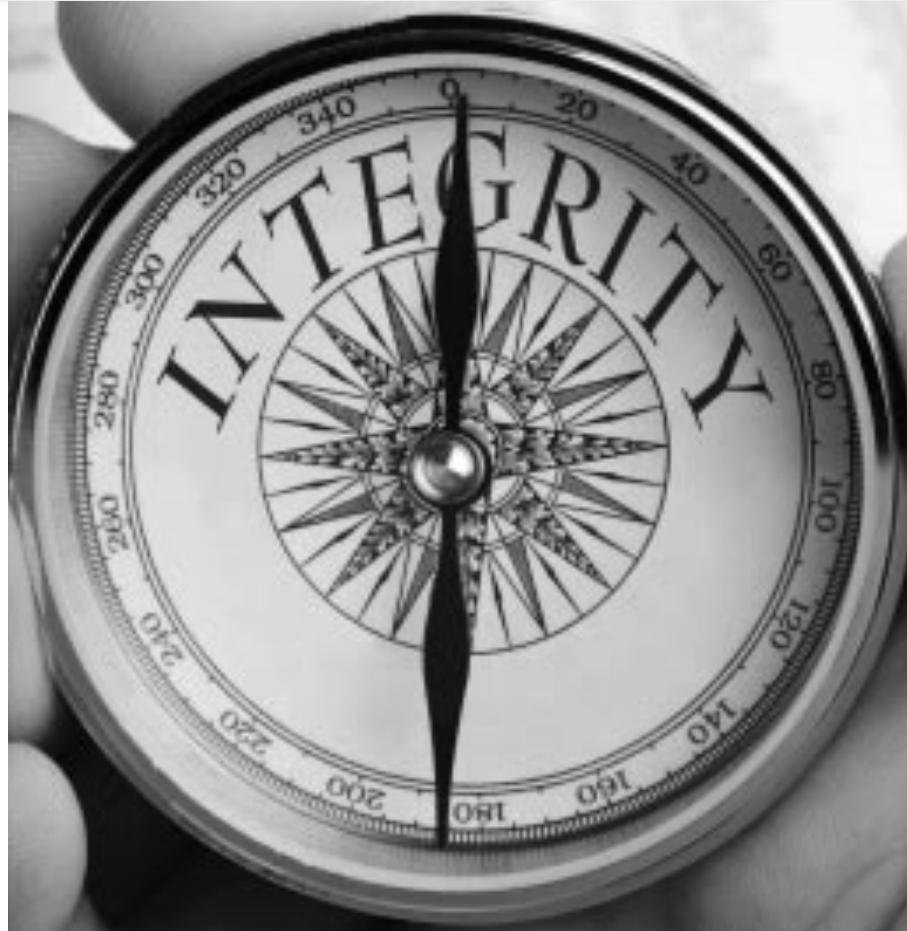
With influence comes
RESPONSIBILITY

My influence with others
is either **POSITIVE** or
NEGATIVE

Our influence can
GROW

People of positive
influence **ADD**
VALUE to others

10 Ways to Increase Influence



1. TRUST

10 Ways to Increase Influence



2. NURTURE

10 Ways to Increase Influence



3. HAVE FAITH

10 Ways to Increase Influence

Look at speaker

Ask questions

Don't interrupt

Don't change subject

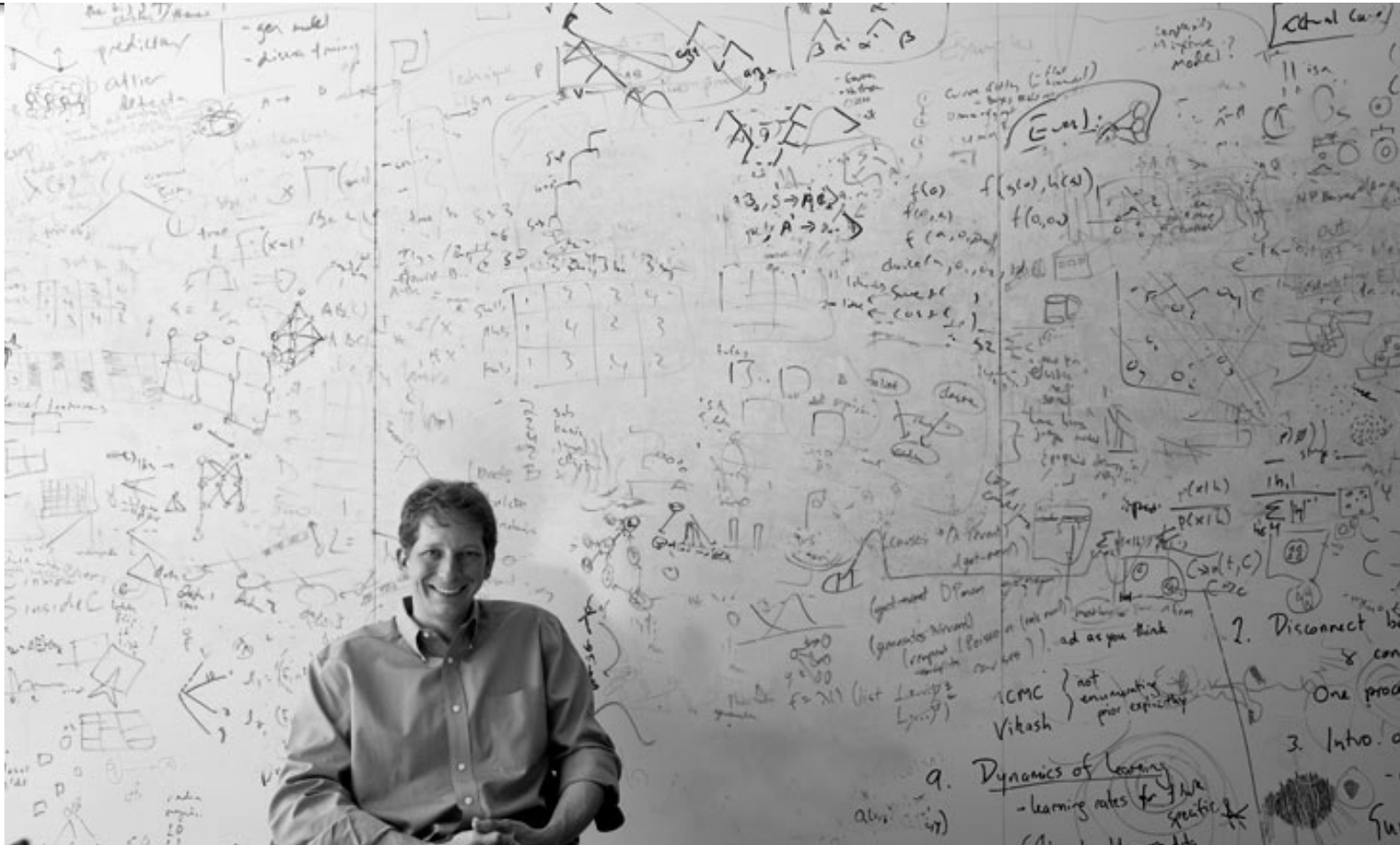
Engage with emotion

Respond when listening

4. LISTEN

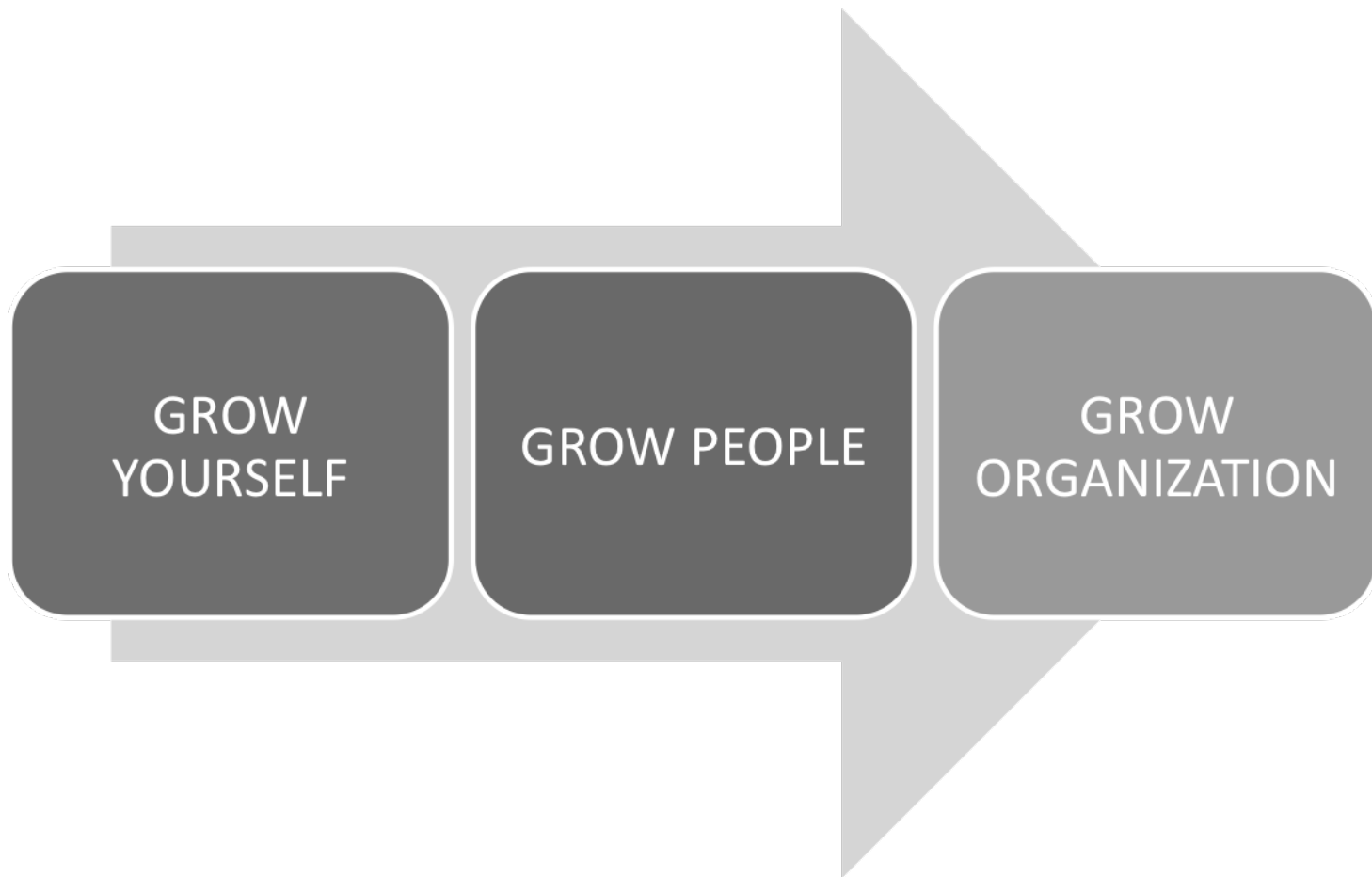


10 Ways to Increase Influence



5. UNDERSTAND

10 Ways to Increase Influence



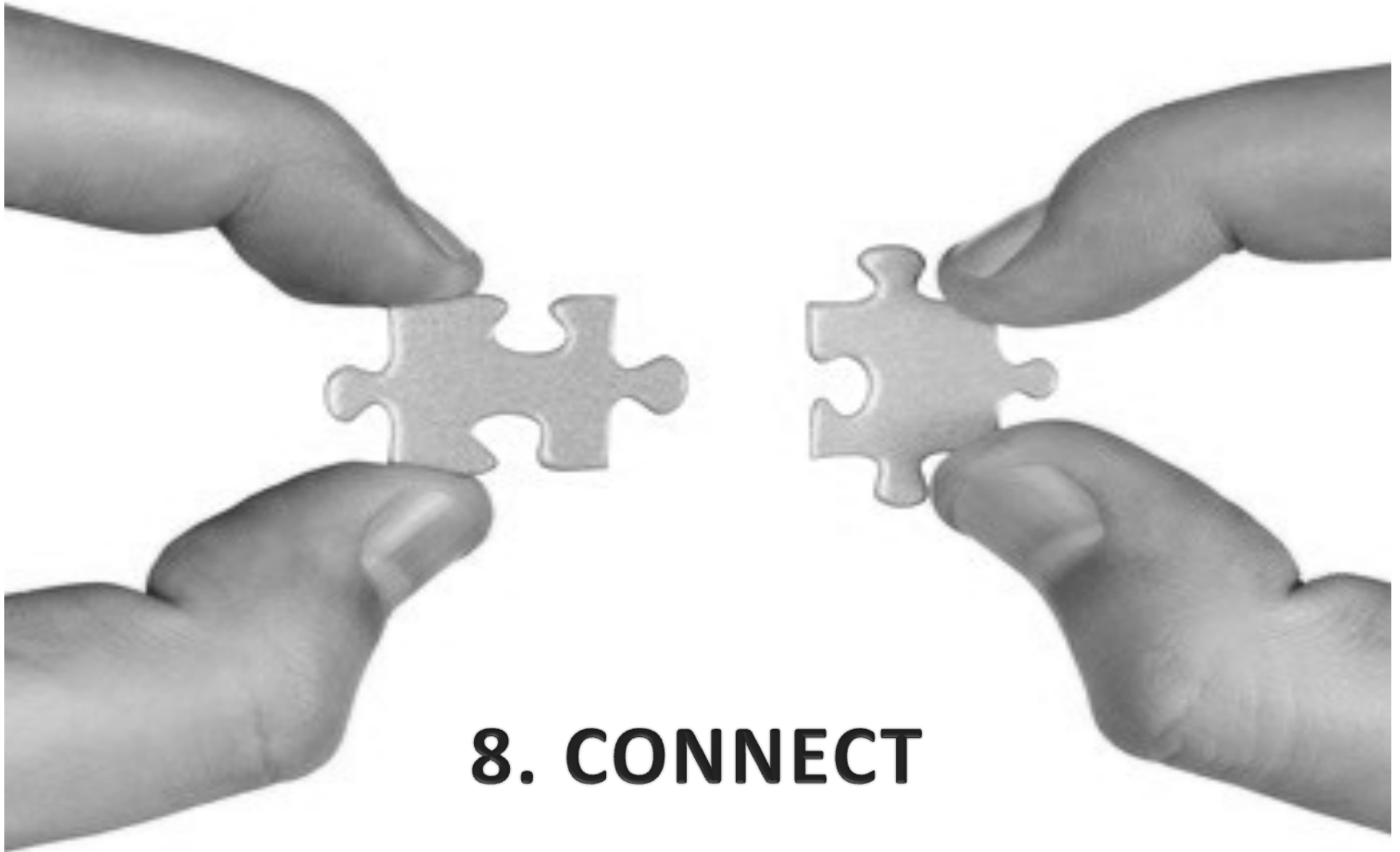
6. ENLARGE

10 Ways to Increase Influence



7. NAVIGATE

10 Ways to Increase Influence



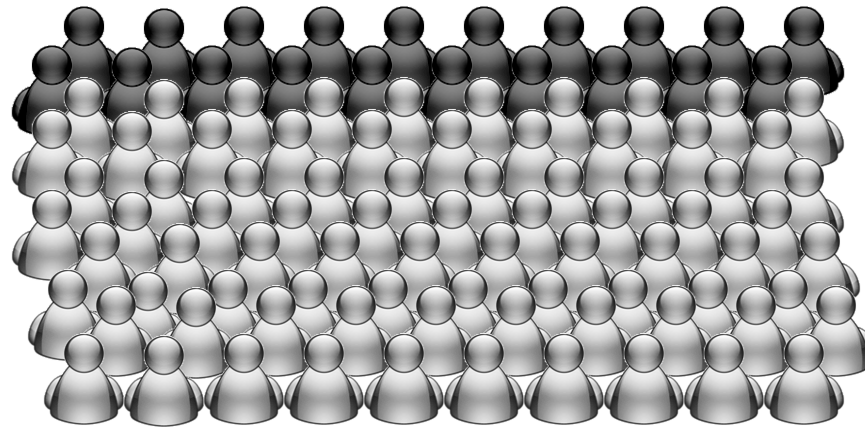
8. CONNECT

10 Ways to Increase Influence



9. EQUIP

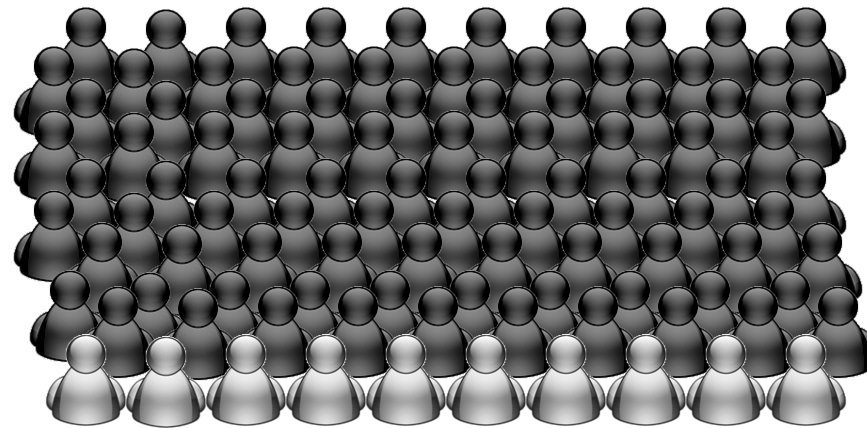
10 Ways to Increase Influence



80% of leaders attract followers.

10. REPRODUCE

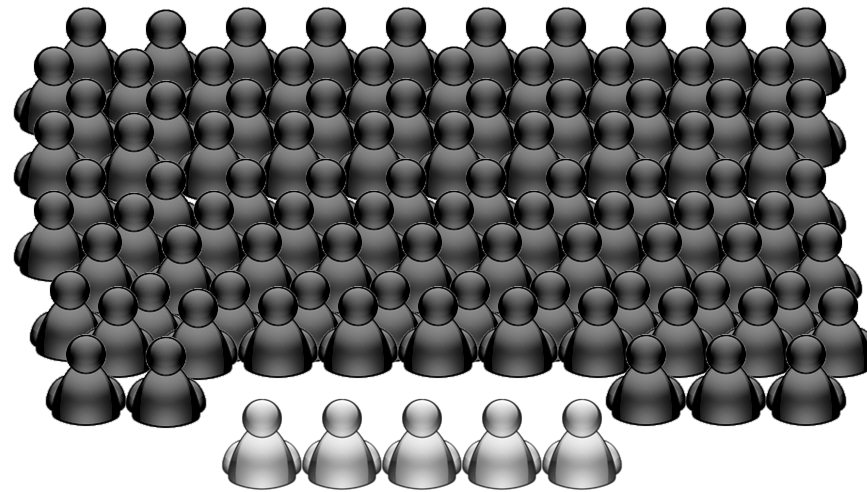
10 Ways to Increase Influence



10% of leaders attract leaders.

10. REPRODUCE

10 Ways to Increase Influence



5% of leaders reproduce leaders.

10. REPRODUCE

Application of Concepts

- When communicating, attempt to connect on four levels: visually, intellectually, emotionally, and verbally.



Discussion

- ✦ Which practices or principles resonated most with you?
- ✦ What can you do today to apply the principles and practices discussed to strategically position yourself for success?

*“The pessimist complains about the wind.
The optimist expects it to change.
The leader adjusts the sails.”*

- John C. Maxwell

Conclusions

THANK YOU for attending!

Questions? Contact

gabrielle@gabrielleconsulting.com

Presentation and handout will be at

<http://gabrielleconsulting.com/oregon2014>
on Friday.