

6/26 - 6/28

## EFF Comm for LEADERS

6-26-18

talk less, listen more

R → diff conv.

tools when stakes high

- reasons

- drivers

- tools

~~manip~~ manip < comm.

reasons

- broken expectB

① because 'x', wrong -

people don't know (lack of comm)

② " know how

③ " have capacity (mental, not logistic)

④ " want to

[ first test ↑ on self ]

\* ?'s starting w/ why - makes defensive (use why? how?)

solutions

① provide information (in way able to receive) Z

② provide coaching (w/ proper learning style)

③ assess fairly (see other perspective) don't trust first impressions

④ provide attitude (am I being clear? do they have skills?)  
motivate w/ "you know how + capable"

address all 4 from both sides

TIME  
MONEY  
ASK (2 people)  
compare  
over time

drivers , motivation • to opp. / challenges

- time (+ doing something)
- money (+ saving, make more)
- people (+ fam, friends)
- opportunity (power, experience, faith)

notice  
filler words  
or repetition  
or distracting  
posit words

2 of 4 at any given time motivate

impact & leadership  
all comm.  
recognize motives during conv.

"would you prefer"  
give options to effectively

investigating  
leads to less conflict,  
understand values to  
know motivations  
negotiate w/ respect  
for what is important  
to them.

efficient comm styles don't miss small talk,  
build relationship.

\* EFFECTIVE - define

mutual understanding of ideas, w/ no neg. affects (impact)  
+ result

common sense - remove from vocab  
does that make sense? - "

5 point scale (1-5) more revealing than 10 pt

\* encourage contribution

- conveys appreciation
- encourages alignment (mutual understanding of decision) + why it happened, why its best
- facilitates continuous comm
- underscore responsibility
- build relationships
- " accountability

approaching words

steer comm. buffers

C - Considering

A - Appreciating + driver

R - Respecting

B - Because

S - Since you have a full plate

"considering, you always stay late"

"since you stay late" vs.

"you need to do this"

can we both agree that.

avoid past language (describing history)

always

never

but (negates what comes before)

it is what it is... (use its what we make of it)  
be the bigger person

communication in companies

company health = interactions between employee + leader

- good conv. + acknowledgement + heard mirrored validated

if toxic, disconnected + destructive

mirror 2-3 keywords in response (even if asking to repeat)

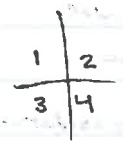
meeting agenda

- W (what's gone well?)
- I (what improved?)
- S (state gap/goal)
- F (expectation of self/other)
- R (reality & resource check)

### Johari Window

open / free area

blind area

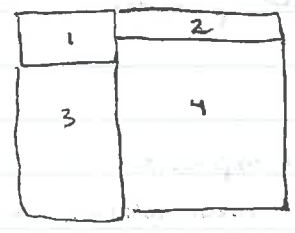


hidden

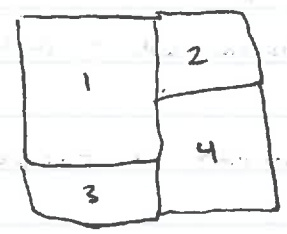
unknown

- ① known to self
- ② known to others, not self  
(some things here not worth sharing)
- ③ known to self, ~~hiding~~ not disclosing to others
- ④ potential (all unknown)

new member



existing



if someone doesn't want to advance, give them room horizontally based on drives



EFF Comm for LEADERS

JUNE 28, 2018

words not message, context is

I want Result I want the room  
 I will Action to be clean, so I'll  
 I am Character take the trash out  
 because I'm a good

conflict

Avoid? ——— address ——— Attack?

- yourself
- context of situation
- product component / service component

opposites don't mix, but complement  
 respect position/ideas > liking people

easier to provide reason before mistake, than excuse

I owe you ... would you be able to...  
 collaborate, not compromising

AGREE w/ PERSON, DISAGREE w/ IDEA

don't ask why?, use how, what

Disagreement HOSTING

- H heard it (ask to repeat) & confirm
- O pen to ideas
- S hare story (relatable story)
- T ell view (& reason why)

compliment publicly  
position privately

approach conflict w/

Eager to resolve

Assess fairly

State clearly

Examples are within

sc for violations  
vital

- \* C onnect w/ rapport (ask permission) (is this a good time) ... for 2 or 3 min
- \* O ffer reason w/ compliments
- \* A cknowledge past/your relevance/experience (if you've been guilty of)
- \* C larify expectation / clarifying questions (give them chance to give input)
- \* H ave discussion to plan
  - : can I do anything better?
  - : can we meet again w/ plans to finalize
  - do we ~~could you~~ agree?

let them tell you what's missing

\* I know you've been guilty of, did I do anything wrong?

then, give feedback

would you like some feedback?

you're better than the reputation you have right now

name, \_\_\_\_\_

what you do well as \_\_\_\_\_

\* (impact) optional

thanks for that

\*\* (change topic) what are you working on

\* you may want to consider ... + reason to them

\*\* that's something I'd really appreciate

respond. "thanks for asking, here's why"

I owe it to you to let you know ...

if bad first reaction to COACHING