

Do You Ruin Everything by Being You?

Connect and Establish Rapport with Everyone

Inclusion, equity, and diversity have never been more important than they are today. Because everyone is uniquely different, the way we speak and interact with others is sometimes interpreted as offense. These offenses lead to misunderstandings, violated expectations, and negative or stressful work environments. When disrespect abounds and people are at odds with one another, teamwork, collaboration, and contribution cease to exist.

In today's volatile social landscape, no one can afford to unintentionally offend others. We need to be able to understand and work within a diverse workforce if we expect to create fantastic results.

It is possible to learn to recognize different “interaction” styles that others possess. Rather than being offended by others, successful people recognize that the way others interact is a function of how they think and approach the challenges they face. These are simply style differences—and while some people might be offended by a style difference, the way people interact is not intended to give offense. Unfortunately, our differences might keep us from establishing rapport and connecting with others, which ultimately detracts from the quality of our work.

Learning objectives for participants:

- Recognize one's own style and the different styles of others—how they think, communicate, and act.
- “Match” the styles of others to create connection and build rapport.
- Adapt the delivery of a message so that others gain complete understanding.

This presentation is a highly entertaining and personally reflective experience that helps participants recognize their personal interaction styles as well as recognize hallmarks of the styles of others. This knowledge is easily applicable to personal and professional relationships, so it helps individuals connect and establish rapport. The ability to improve personal connections will vault employee engagement to new heights.

Immediate Takeaway Outcomes:

Upon the completion of this event participants will be able to immediately be able to demonstrate the following skills.

- Identify others' expectations in resolving conflict and solving problems.
- Adapt their message to increase understanding, respect, and results—with even the most difficult people.
- Improve collaboration in solving problems and creating innovative solutions.

Results: Understand diversity, connect, and establish rapport with *anyone*.





Open Your Mouth and Remove All Doubt

Talk About Anything with Anyone, Anytime

The pressure to hold difficult conversations can be overwhelming, even though we know that if we do not address issues of poor performance, employee disengagement, dwindling accountability, differing opinions, and violated expectations, things will stay the same. Quite often, when attempting to hold these conversations, people become combative, or they just choose not to say anything. Then things get worse.

Because of the remote nature of work today and the lack of face-to-face interaction, people need to know—now more than ever—how to connect, establish rapport, gain understanding, and talk about what matters most. When you can hold difficult conversations, you promote learning, improve collaboration, increase efficiency, and positively impact both the productivity and the profitability of your company.

A vibrant, dynamic, and inclusive organization is built on the foundation of effective conversation. **Open Your Mouth** introduces leaders, managers, and individual contributors to a five-pillar approach to holding any difficult conversation. Whether they need to talk about poor performance, address inappropriate behavior, solve coaching challenges, or craft more effective solutions, participants can learn to hold such conversations with confidence, ease, and expertise that guarantee results every time.

Attendees will learn how to:

- Recognize the assumptions that sabotage individual results.
- Clarify the power of identifying an intention for a difficult conversation.
- Learn a simple, four-step REAL Talk process for holding any conversation.

This presentation will build the capability of participants to hold conversations of connection and collaboration rather than competition and comparison while increasing individual productivity and profitability.

Immediate Takeaway Outcomes:

- Create a culture of candor and openness in an atmosphere of psychological safety that leads to learning and creating robust solutions to complex problems.
- Provide constructive feedback that leads to contribution and collaboration rather than avoidance and blame.
- Increase leadership capacity to use a simple process for talking about what matters most rather than maintaining the silence of the status quo.
- Express ideas with clarity and respect for everyone.

Results: Know the process for holding any conversation—even a difficult one.



Being People-Savvy Matters

Use Emotional Intelligence to Achieve Results

When surprising situations occur or when expectations are violated, we sometimes let our **emotions** get the best of us. Emotions seem to explode out of nowhere, and we might say or do things that we regret later. When people become highly emotional, they usually blame others or make wild accusations, then others shut down. Your leadership is called into question. People start stressing, and everyone spends more time worrying about what will happen next rather than doing their jobs. They dwell on bad news or things that have gone wrong rather than working together.

Emotional intelligence is the key to effective leadership and organizational effectiveness, as everyone in the organization learns to recognize which of their personal values trigger their emotional responses. Employees, leaders, and managers become more aware of their own personal behavior and, as a result, gain more control of their interactions during stressful times.

Being People-Savvy isn't just for leaders, CEOs and C-Suite executives. It is for everyone that works with others and who hopes to interact in ways that are productive and rewarding. This presentation focuses on a simple set of strategies that help listeners increase their emotional intelligence—which will help them handle the recurring stresses of today's highly competitive and constantly changing workplace.

Attendees will learn how to:

- Identify how a person creates their emotional reactions.
- Clarify the values that trigger emotional outbursts.
- Recognize people's emotional messages.
- Defuse another person's defensiveness and increase understanding.

Being People-Savvy strategies are simple to learn and apply. Rather than wholly theoretical or academic principles, participants learn practical and applicable skills that help them not only understand and manage themselves, but also help them recognize and manage the emotional reactions of others.

Immediate Takeaway Outcomes:

- Increase personal awareness and listening skills.
- Improve communication effectiveness.
- Express empathy for others' feelings.
- Know the questions to defuse a person's defensiveness and increase understanding to improve productivity, build respect, and strengthen relationships.

Results: Bring out the best in people, which is critical to success.

