

A photograph of a woman with bright blue hair, wearing dark sunglasses and a blue top, smiling slightly. The image is partially obscured by a dark blue vertical bar on the left and a white horizontal bar at the top.

Use the STYLE Formula to Achieve Success

Strategies for Connecting and Engaging 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 difference, it is really not intended to be taken personally. Unfortunately, our differences might keep us from establishing rapport and connecting with others, which ultimately detracts from the quality of our work.

Might you manage people more effectively if you understood the basis of their behavior? What working relationships need to be improved that would improve your results? What would it be worth if your people could instantly establish rapport and make connections? What impact would that have on working together, solving problems, or creating innovative solutions?

Use the S.T.Y.L.E. Formula to Achieve Success 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 everyone's personal and professional relationships, so it helps individuals connect and establish rapport. An ability to make better personal connections will vault employee engagement to new heights.

The audience will learn how to communicate and interact with others in a way that increases respect, inclusion, engagement, and results. Conflict will be replaced with creative solutions. The inability to manage difficult people will be replaced by understanding and collaboration.

This presentation provides much-needed individual tools for connecting and establishing rapport. Learn to unlock the mystery of personal differences, and you will be able to work much more effectively with other people.





Your IQ is Determined by Your EQ

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.

How do people create the feelings that tend to get them in trouble? How can everyone become more responsible and in control of how they interact with others? Why do emotionally intelligent people make better leaders, succeed in stressful times, live longer, and typically earn a higher salary? What impact does a more emotionally intelligent workforce have on job satisfaction? On productivity? Retention? Innovation?

Your IQ is Determined by Your EQ 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.

Your IQ is Determined by Your EQ 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. This understanding of emotional reactions allows people to engage with others confidently and respectfully.

Attendees will learn how to:

- Identify the triggers of their emotional reactions
- Take the fury out of their emotional reactions
- Manage the emotions of others in conversation
- Defuse another person's defensiveness and increase understanding to improve productivity, build respect, and strengthen relationships

Results: huge gains in creating a highly candid and productive workforce.



Tough Talk



From Paralyzed to Practical

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, then nothing will change. Quite often, people either stay paralyzed, choosing to say nothing, or they say the wrong thing and make matters worse.

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

Are poor conversation skills impacting the morale of your people and the culture of your company? What does poor communication cost you in terms of lost time, poor collaboration, and inefficient execution? Do employees feel that they can candidly express their opinions and ask questions, or do they remain silent to maintain the status quo?

A vibrant, dynamic, and inclusive organization is built on the foundation of effective communication. **Tough Talk** 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 will learn to apply a simple process to any conversation they need to hold.

Tough Talk will build the capability of participants to unleash their full potential as they learn skills that will lead to colossal transformations...in both productivity and profitability. Create a culture of candor and openness that will fuel creative capacity for solving the most perplexing challenges by participating in this engaging presentation.

Attendees will learn how to:

- Recognize the thinking that keeps them stuck
- Utilize the one secret for talking about any difficult topic with confidence and ease
- Provide feedback that creates contribution and collaboration rather than defensiveness and resistance
- Create the solutions that lead to transformations in productivity and profitability

