



**GEAPS'
LEADERSHIP
EDUCATION
AND
NETWORKING
WORKSHOP**

JULY 18-19, 2017

GEAPS

*Handling Stressful Situations,
Difficult Discussions
and
Making Decisions*

What is Stress?

Three Stages of Stress

Alarm – Response - Exhaustion

Three Stages of Burnout

Physical – Psycho - Spiritual

Physical Remedies

1. Get Organized
2. Proper Diet
3. Exercise
4. Massage
5. Relaxation Exercises

Physical Remedies (cont)

6. Deep Breathing
7. Stretching
8. Rut / Routine
9. Walking Breaks
10. Music

Physical Remedies (cont)

11. Sing

12. Hobby

13. Smile

14. Laugh

15. Date Night / Take Scheduled Time Off

Psychological Remedies

1. Think of Yourself as Self-Employed
2. Continue Your Education
3. Set Long Term Goals
4. Past Accomplishments Reference
5. Positive Visualization

Psychological Remedies (cont)

6. Positive Affirmations

7. Mental Vacation

8. Alter Interpretations / At least...

9. Understand Your Emotions

Senses – Interpretation – Feeling – Options – Express

10. Controllable?

Psychological Remedies (cont)

11. Quality Time

12. Nickname

13. Contingency Plans

14. Volunteer

15. Pray

The Communication Model

Message

Self

**Other
Party**

Feedback

The Five Laws of Communication

Law #1: Communication is a Process

Consistently:

Appear Warm & Friendly

Express Intentions and Motives

Demonstrate Trustworthiness

Be an Information Source

Develop Relevant Expertise

Project Dynamism

The Five Laws of Communication

Law #2: Communication is Complex

6 Perceptions:

Who I think I am

Who I believe you think I am

And really who you think I am

Who you think you are

Who you believe I think you are

And really who I think you are

It may take people as little as 100 milliseconds to form an impression of another person – to decide whether he or she is attractive, trustworthy, competent and likable.

That's less time than it takes to form a rational thought.

HER DIARY:

Tonight, I thought my husband was acting weird. We had made plans to meet at a bar to have a drink. I was shopping with my friends all day long, so I thought he was upset at the fact that I was a bit late, but he made no comment on it.

HER DIARY:

Conversation wasn't flowing, so I suggested that we go somewhere quiet so we could talk. He agreed, but he didn't say much. I asked him what was wrong. He said, 'Nothing.' I asked him if it was my fault that he was upset. He said he wasn't upset, that it had nothing to do with me, and not to worry about it.

HIS DIARY:

My Harley wouldn't start today.

The Five Laws of Communication

Law #3: Messages Not Meanings are Communicated

Accuracy / Simplicity / Coherence

Language Intensity / Appropriateness

Statement

Purpose

Explanation

Picture

Examples

Plan

Restatement

Part they'll Play

While attending a marriage seminar on communication, Keith and his wife Carolyn listened to the instructor declare,

“It is essential that husbands and wives know things that are important to each other.”

He addressed the men, “Can you describe your wife’s favorite flower?”

Keith leaned over, touched Carolyn’s arm gently and whispered,

“Pillsbury All-Purpose, isn’t it honey?”

And thus began Keith's life of celibacy.

The Five Laws of Communication

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Part they'll Play

The Five Laws of Communication

Law #4: One Cannot Not Communicate

No matter what you say or don't say

It's also what you say and how you say it

S
T
A
B
L
E

**A man and a woman,
who have never met before,
find themselves assigned to the same
sleeping room on a transcontinental train.**

**Though initially embarrassed and uneasy
sharing a room,
the two are tired and fall asleep quickly....
he in the upper bunk
and she in the lower bunk...**

**At 1:00 a.m. the man leans over
and gently wakes the woman saying,**

**“Ma’am, I’m sorry to bother you,
but would you be willing to reach into the
closet to get me a second blanket?
I’m awfully cold.”**

“I have a better idea,” she replies. “Just for tonight, let’s pretend we’re married.”

“Wow! That’s a great idea!” he exclaims.

“Good,” she replies. “Get your own damn blanket!”

The Five Laws of Communication

Law #4: One Cannot Not Communicate

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The Five Laws of Communication

**Law #5: Two Elements: Content
and the Relationship**

Done – Right – Along - Appreciation

Four Intentions

Get “It” Done

Get “It” Right

Get Along

Get Appreciation

What Happens When the Intent Isn't Fulfilled?

Get “It” Done - *Controlling*

Get “It” Right - *Perfectionistic*

Get Along - *Approval Seeking*

Get Appreciation - *Attention Getting*

What Could You Say So They Know:

You're Going to Get It Done

You're Going to Get It Right

You're Getting Along

You Appreciate Them

What Happens When the Intent Isn't Fulfilled?

Get "It" Done - *Controlling*

Get "It" Right - *Perfectionistic*

Get Along - *Approval Seeking*

Get Appreciation - *Attention Getting*

Characteristics Effective Listening

1. Be M_____
2. Make E_____ contact
3. Show I_____
4. Avoiding Distracting A_____
5. Demonstrate E_____
6. Take in the W_____ picture
7. Ask Q_____
8. P_____
9. Don' t I_____
10. I_____ what is being said
11. Don' t O_____
12. Confront your B_____
13. Make smooth T_____
14. Be N_____

Fourteen Characteristics of Effective Listening

1. Be Motivated
2. Make Eye contact
3. Show Interest
4. Avoid Distracting Actions
5. Demonstrate Empathy
6. Take in the Whole picture
7. Ask Questions

Fourteen Characteristics of Effective Listening

8. Paraphrase
9. Don't Interrupt
10. Interpret what is being said
11. Don't Overreact
12. Confront your Biases
13. Make smooth Transitions
14. Be Natural

What Would You Say?

Advising & Evaluating

Analyzing & Interpreting

Reassuring & Supporting

Questioning & Probing

Paraphrasing & Understanding

Providing Effective Feedback

1. Focus on Specific Behavior
2. Keep It Impersonal
3. Keep it Goal-Oriented
4. Make It Well-Timed
5. Ensure Understanding
6. Make Sure the Behavior is Controllable
7. Tailor the Feedback to Fit the Person

Understanding the Positive Role of Conflict

Potentially Constructive Nature of Conflicts

TALK TO ME

- Good meeting participants know how to get participation.
- They say the right things in the right ways to invite input and keep it coming.

Leveling Exercise

I ___(feeling)___

When___(describe observable behavior)___

Because___(cost/gain)___

Assertive Message

1. Behavioral Description
2. Your Interpretation
3. Description of Your Feelings
4. Description of Consequences
5. State Your Future Intentions

Assertive Message Action Plan

1. Behavioral Description
2. Your Interpretation
3. Description of Your Feelings
4. Description of Consequences
5. State Your Future Intentions

How do you think they will respond? Modify?

Handling Difficult Discussions

1. Warm & Cooperative Tone of Voice
2. Repeat to Yourself: “I am Reasonable.”
3. Say something that doesn’t mean anything.
4. Don’t say anything
5. Repeat: “That’s an idea” “That’s interesting” “You’ve got a point”

Handling Difficult Discussions

6. Say: “I will need some time to think about that.”
7. Cover your agenda.
8. Redefine winning.
9. Make being a good listener a priority.
10. Effective listening posture - STABLE

Handling Difficult Discussions

11. Focus your Attention
12. Keep an Open Mind
13. Listen to Content – not delivery
14. Use Listening Noises: “I see”
“I understand” “Go on”
15. Take notes

Handling Difficult Discussions

16. Provide feedback and verify
17. Don't Interrupt – Let them Vent
18. Use their Name to establish rapport
19. Empathize
20. Ask “What” or “How” Questions to Clarify and Solve the situation.

Handling Difficult Discussions

21. Say: “What do you mean?”
“How do you mean?”
22. Confirm Agreements in your words
23. Use “I will” rather than “I’ll try”
24. Use “You can” to say “no”
25. Use “Will you” to gain cooperation

If you can guess the number printed inside this birthday card, you will win \$100.

(I'll give you a hint. It's between 3 and 5)

4.358765231086564

Aww...so close!

Handling Difficult Discussions

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Handling Difficult Discussions

26. Set Realistic Goals

27. Understand your emotions

28. Give the Reason first to save time

29. Laugh with them

30. In one minute I can change my attitude

Ten Most Dangerous Traps

1. Plugging In
2. Frame Blindness
3. Lack of Frame Control

FRAMING

Where should we go on vacation?

What do we want our vacation
to accomplish?

Relaxation

Adventure

Low cost

Ten Most Dangerous Traps

4. Overconfidence in Judgment
5. Shortsighted Shortcuts

INTELLIGENCE GATHERING

Ten Most Dangerous Traps

6. Shooting from the Hip

7. Group Failure

DRAWING CONCLUSIONS

Primacy / Recency Error

Emotive Language:

Harvey is handsome, hardworking,
conceited, intelligent and honest.

Alternatives

Screening and Ranking Rules

Occupation-Specific Rules

Screening and Ranking Rules

Friends are visiting and you're thinking about taking them out for dinner:

Distance

Price

Menu

Occupation-Specific Rules

“Don’t accept their first offer”

“Round numbers beg to be negotiated. Odd numbers sound harder, firmer, less negotiable”

Share your often quoted occupation-specific rules with your table partners:

Ten Most Dangerous Traps

8. Fooling Yourself about Feedback
9. Not Keeping Track
10. Failure Audit Dec. Mkg. Process

Reviewing and Evaluating
Process and Product

Experience is inevitable;

Learning is not

Rationalization

(our original prediction was misinterpreted)

and

the Self-Serving Bias

(Our success/skill – Our failure/bad luck)

Self-Fulfilling Prophecy:

A prediction that comes true not so much because of the quality of the prediction but because of actions by someone who believed in it.

Auditing Your Decisions

Process vs. Product

Reevaluate Your Use of Time

Framing / Intelligence Gathering / Coming
to Conclusions / Learning from Experience

Grade Yourself on the 10 Decision Traps

Practical Decision-Making Process

1. Define Problem, Situation, Opportunity
2. State Objectives – absolute/relative
3. Restate the Objective – several versions?
4. Gather and Evaluate Data

Practical Decision-Making Process

5. Develop Alternatives
logical/creative/unique?
6. Assess Alternatives - screening
7. Action and Controls –
who/what/information/action/adj.

**In one minute
I can change my attitude
and in that minute
change my entire day.**

**If I was an actor,
I would get paid to play a role.
At work I get paid to play a role.**



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