

Learning Styles

P-Person

Analytical/Task

- **C- THINKER** – Is that accurate?
- **Slow paced**
- **Needs details**
- **Structure & schedule**

- **D - RACER** – Ask – WIIFM?
- **Fast-paced**
- **Big picture**
- **Independent learning**

Introvert

A

B

C

D

Extrovert

- **S- LISTENER** – May I take notes?
- **Slow paced**
- **Support from teachers**
- **One-on-one learning**

- **I - TALKER** - Ask - Who else is doing it?
- **Fast paced**
- **Interactive & Fun**
- **Group Projects**

Relational/Feeling



**On a scale from
1 (Never) – 5 (Always)**

**Evaluate
Each
Principle**

**How do you rate on
this Principle?**



A - Activate

How will you engage the Reciever

A-Activate

A – Activate (How?)



How will you keep you and the
receiver engaged?

Engaged Employees



Gallup found less than one-third (31.5%) of U.S. workers were engaged in their jobs.

Results from
500+
organizations
& 200,000
anonymous
responses

7 Key Trends Impacting Today's Workplace

Director Supervisor Satisfaction

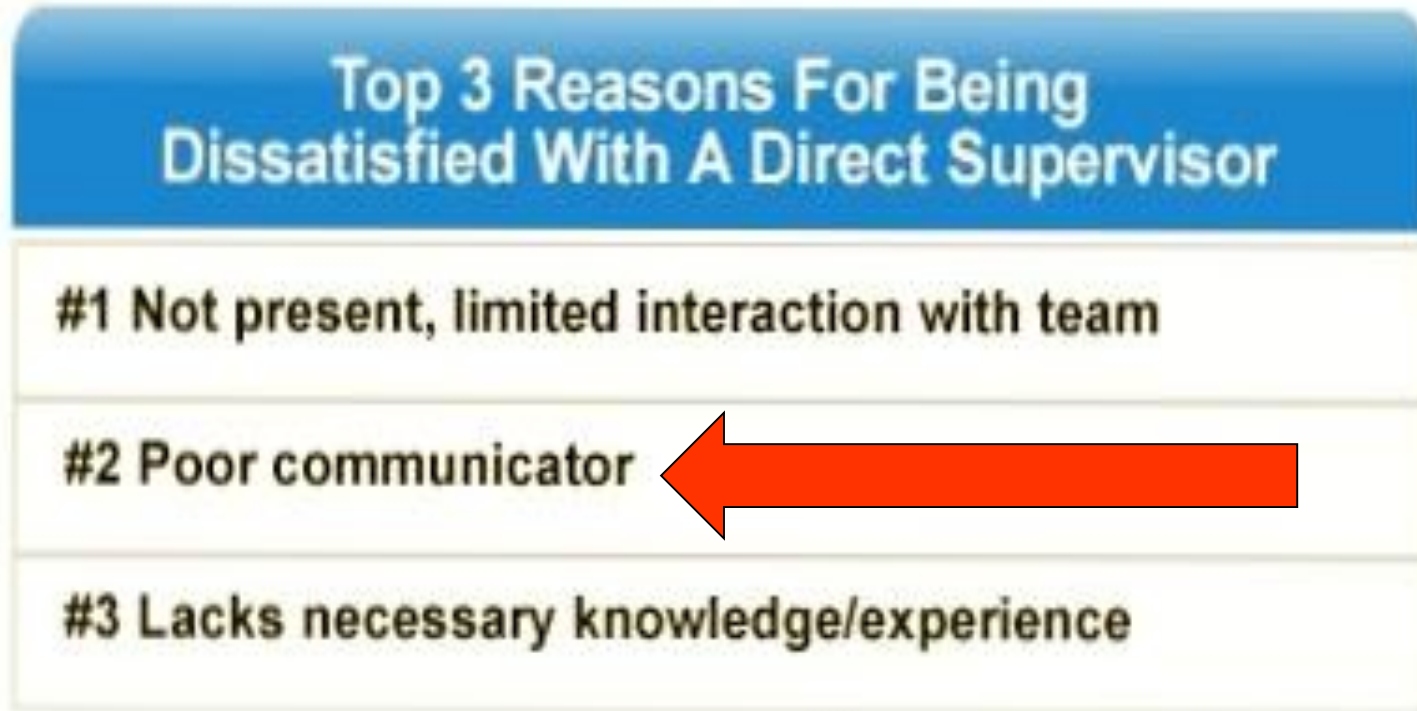
How Satisfied Are You With Your Direct Supervisor?



(C) TINYpulse 2014 Employee Engagement & Organizational Culture Report

#2 Poor Communicators

Why?



(C) TINYpulse 2014 Employee Engagement & Organizational Culture Report

Engaged Employees

12% of employees leave their jobs for more money while 43% stated it was due to benefits, culture and growth.

- Source Officevibe

The perks winning over the new generation are centered around community, pampering, development, convenience and culture.

A-Activate

Two Types of Listening:

Active vs Passive

Listen vs Hear



**Active
vs.
Passive**



Listening or Hearing?

A-Activate

Ask More Questions

**“What we create...
we embrace.”**



Ask questions to engage people
and create “shared decision
making”

A-Activate

**Genetic
Attention
Prohibitor
(GAP)**

Keep in mind there is a GAP...

Think at 500 words/minute

Speak at 150 words/minute

A-Activate

**Complaints
Drive New
Ideas**



Listen...

**“Complaints are
Opportunities in
disguise.”**

Engage the Receiver

Three Ways:

1. Mentally
2. Physically
3. Emotionally

Activation Tools

- **Questions (M,E)**
- **Stories (M,E)**
- **Statistics (M,E)**
- **Visuals/Videos (M,E)**
- **Group Discussions (M,P,E)**
- **Humor (M,P, E)**
- **Gestures/Voice (M,E)**



**On a scale from
1 (Never) – 5 (Always)**

**Evaluate
Each
Principle**

**How do you rate on
this Principle?**

A hand holding a glowing orb against a sunset background. The sun is low on the horizon, creating a bright glow and lens flare. The hand is silhouetted against the bright light. The text 'C - Clarify' is overlaid in large white letters.

C - Clarify

Do we both have the same Message?

C-Clarify

C – Clarify (What?)



Is the message you sent the
same message they received?

C-Clarify

**70% - 90% of
communication is
screened by the person
who receives it.**

(Selective Perception)

Is this what
they really
mean?

Who puts the
meaning to
the message?



Too much Information...

C-Clarify

Use Active Listening Skills



1. **Reflect/Inquire** – *“When you say _____, what do you mean by that?”*
or *“You said _____, why do you think this is the case?”*
2. **Expounding** – *“Can you tell me more about the Smith Account?”*
An Open or Closed question?

C-Clarify

Use Active Listening Skills



3. **Clarification** – *“Bi-weekly, do you mean ever other week or twice a week?”*
4. **Summary** – Two ways
 - You summarize:
“Let’s review....”
 - Ask them to summarize:
“From your perspective...”

Is this what
they really
mean?

Who puts the
meaning to
the message?





**On a scale from
1 (Never) – 5 (Always)**

**Evaluate
Each
Principle**

**How do you rate on
this Principle?**



T - Transform

Did you get the results you Intended?

T-Transform

T – Transform **(When?)**



**How will you transform this
communication into action which
leads to results?**

T-Transform

**Focus on
Results...
&
Create a Sense
of Urgency**

For every **WHAT**

Identify a **WHO**

And ask **WHEN**

Two Types of Transform



Two Types of Transforming:

1. Externally
2. Internally

Externally Transform

Tips for Transforming:

- Closing

- *Overall Summary*
- *Questions/Action*
- *Positive Wrap Up*



Externally Transform



Tips for Transforming:

Mutually set deadlines for the actions

After Communication:

- Create written action plan
- Schedule follow up check-in

**Internally
Transform**

What's Getting in the Way of Achieving Your Intention?