

# 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?**

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# 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

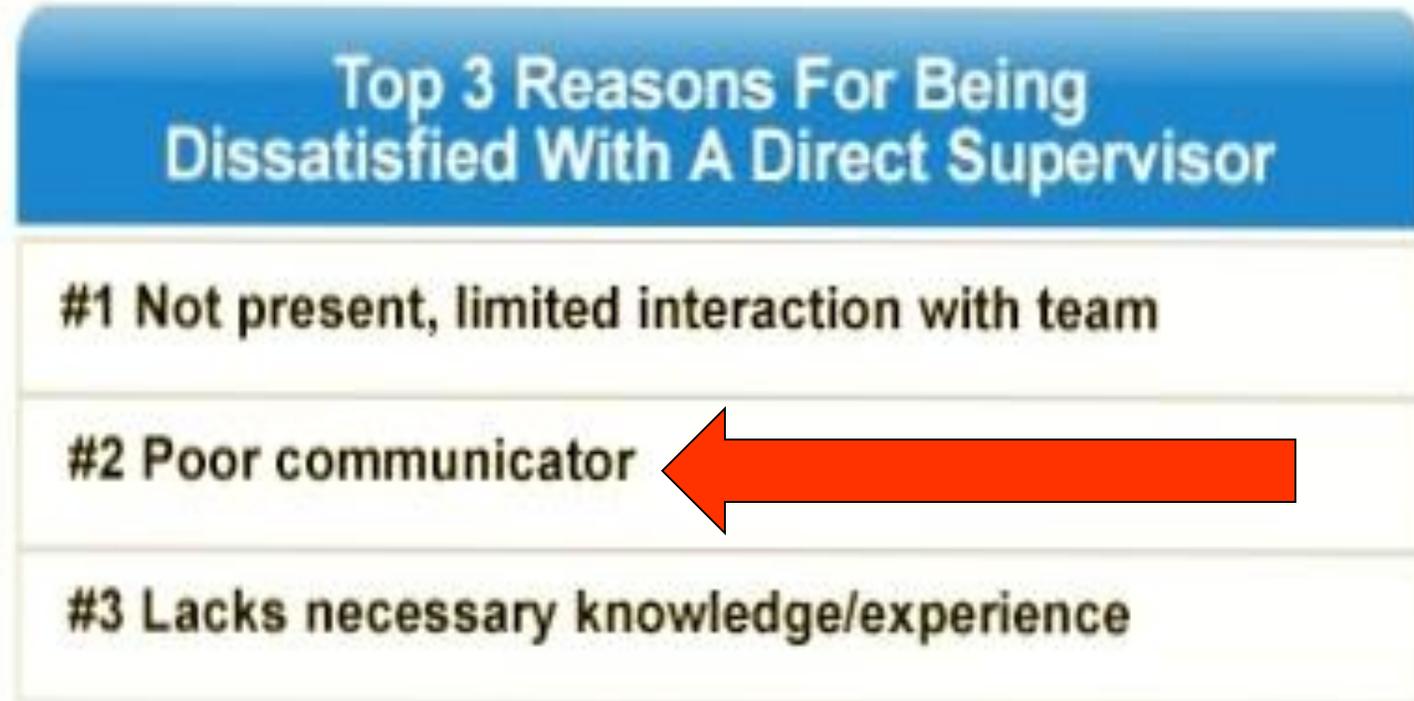
How Satisfied Are You With Your Direct Supervisor?



(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?**

# Ask More Questions

A-Activate

**“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.”**

# Activation Tools

## Engage the Receiver

Three Ways:

1. Mentally
2. Physically
3. Emotionally

- **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)**



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# 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)**

**Patrick DONADIO**

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  
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# 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?