

## EVERYONE COMMUNICATES FEW CONNECT

Presented By:

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Florida Recreation and Park Society  
Annual Conference

August 29, 2022

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## EVERYONE COMMUNICATES FEW CONNECT

### CONNECTING PRINCIPLES #1 INFLUENCE

PRINCIPLE #1 - CONNECTING INCREASES YOUR INFLUENCE IN EVERY SITUATION.

### SUCCESSFUL US PRESIDENTS EXHIBIT 5 QUALITIES:

VISION	1			
		2	PRAGMATISM	
CONSENSUS BUILDING	3			
		4	CHARISMA	
TRUSTWORTHINESS	5			

4 OF THE 5 SKILLS TO BEING A SUCCESSFUL LEADER HAVE TO DO WITH CONNECTING.

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### CONNECTING PRINCIPLES #1

MOST PEOPLE WHO DISCONNECT AREN'T AWARE.

#### CONNECTING SIGNALS

<b>EXTRA EFFORT:</b> PEOPLE GO THE EXTRA MILE	<b>UNSOLICITED APPRECIATION:</b> PEOPLE SAY POSITIVE THINGS	<b>UNGUARDED OPENNESS:</b> PEOPLE DEMONSTRATE TRUST
<b>INCREASED COMMUNICATION:</b> PEOPLE EXPRESS THEMSELVES MORE READILY	<b>ENJOYABLE EXPERIENCES:</b> PEOPLE FEEL GOOD ABOUT WHAT THEY ARE DOING	<b>EMOTIONAL BONDEDNESS:</b> PEOPLE DISPLAY A CONNECTION ON AN EMOTIONAL LEVEL
<b>POSITIVE ENERGY:</b> PEOPLE'S EMOTIONAL "BATTERIES" ARE CHARGED BY BEING TOGETHER	<b>GROWING SYNERGY:</b> PEOPLE'S EFFECTIVENESS IS GREATER THAN THE SUM OF THE CONTRIBUTIONS	<b>UNCONDITIONAL LOVE:</b> PEOPLE ARE ACCEPTING WITHOUT RESERVATION

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### CONNECTING PRINCIPLES #1 INFLUENCE

HIGH ACHIEVERS		LOW ACHIEVERS
CARE ABOUT PEOPLE AS WELL AS PROFITS	CONCENTRATE ON PRODUCTION	PREOCCUPIED WITH THEIR OWN SECURITY
VIEW SUBORDINATES OPTIMISTICALLY	FOCUS MORE ON THEIR OWN STATUS	SHOW A BASIC DISTRUST OF SUBORDINATES
SEEK ADVICE FROM THOSE UNDER THEM	RELUCTANT TO SEEK ADVICE FROM THOSE UNDER THEM	DO NOT SEEK ADVICE
ACTIVELY LISTEN	LISTEN ONLY TO SUPERIORS	AVOID COMMUNICATION AND RELY ON POLICY MANUALS

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### CONNECTING PRINCIPLES #2

PRINCIPLE #2 - CONNECTING IS ALL ABOUT OTHERS AND NOT OURSELVES.

#### WHY DO WE FOCUS ON OURSELVES AND NOT OTHERS?

- 1 IMMATURITY MATURITY IS THE ABILITY TO SEE AND ACT ON BEHALF OF OTHERS
- 2 FAILURE TO VALUE EVERYONE
- 3 EGO

#### 3 CONNECTING QUESTIONS:

- 1 DO YOU CARE FOR ME?
- 2 CAN I TRUST YOU?
- 3 CAN YOU HELP ME?

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### CONNECTING PRINCIPLES #3

PRINCIPLE #3 - CONNECTING GOES BEYOND WORDS

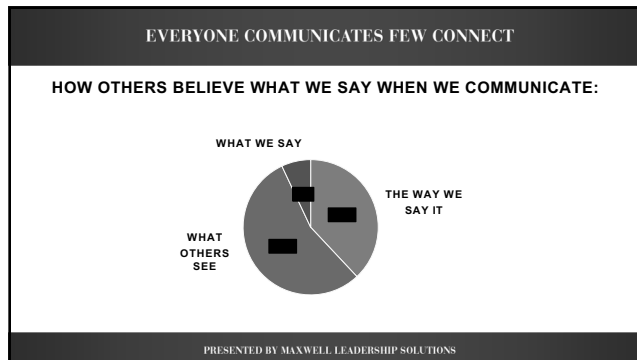
#### 3 COMPONENTS TO FACE-TO-FACE COMMUNICATION

WORDS	TONE OF VOICE	BODY LANGUAGE
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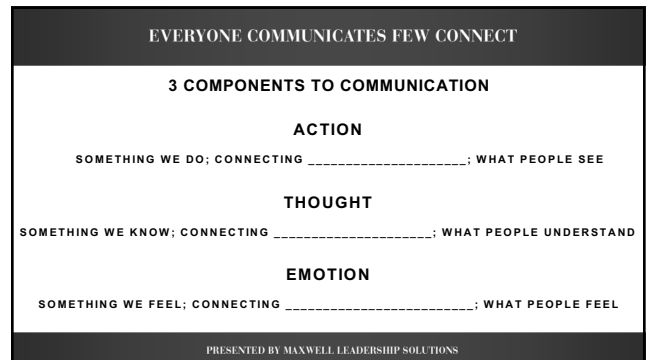
>90% OF THE IMPRESSION THAT WE OFTEN CONVEY HAS NOTHING TO DO WITH WHAT WE ACTUALLY SAY!

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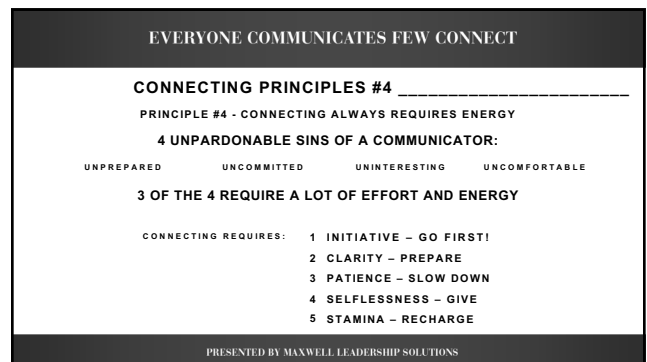
**EVERYONE COMMUNICATES FEW CONNECT**

**COMMUNICATION BREAKDOWNS**

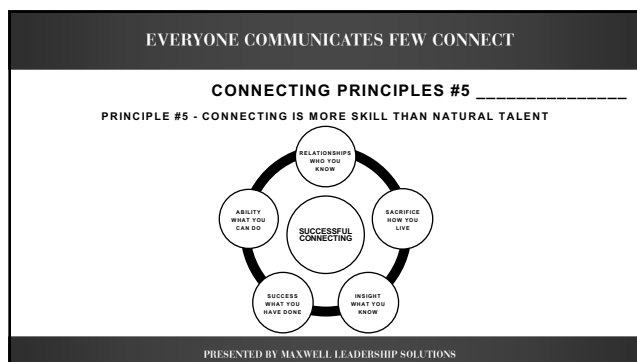
BREAKDOWN	THOUGHT-KNOWING	EMOTION-FEELING	ACTION- DOING
DISPASSIONATE	I KNOW THIS	I DO NOT FEEL THIS	
THEORETICAL	I KNOW THIS		I DO NOT DO THIS
UNFOUNDED	I DO NOT KNOW THIS	I FEEL THIS	
HYPOCRITICAL		I FEEL THIS	I DO NOT DO THIS
PRESUMPTUOUS	I DO NOT KNOW THIS		I DO THIS
MECHANICAL		I DO NOT FEEL THIS	I DO THIS

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CHOICES TO FINDING COMMON GROUND:

AVAILABILITY	LISTENING
QUESTIONS	THOUGHTFULNESS
OPENNESS	LIKEABILITY
HUMILITY	ADAPTABILITY

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CONNECTING PRACTICES #2

PRACTICE #2 - CONNECTORS DO THE DIFFICULT WORK OF KEEPING IT SIMPLE

4 COMPONENTS TO CONNECT THROUGH COMMUNICATION

HUMOR	HEART	HOPE	HELP
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THREE S's

ART OF SIMPLICITY

- 1 TALK TO PEOPLE, NOT ABOVE THEM
- 2 GET TO THE POINT
- 3 SAY IT OVER AND OVER AND OVER AGAIN
- 4 SAY IT CLEARLY
- 5 SAY LESS

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CONNECTING PRACTICES #3

PRACTICE #3 - CREATE AN EXPERIENCE EVERYONE ENJOYS

HOW TO BE INTERESTING:

- 1 TAKE RESPONSIBILITY FOR YOUR LISTENERS
- 2 COMMUNICATE IN THEIR WORLD
- 3 CAPTURE PEOPLE'S ATTENTION FROM THE START
- 4 SAY IT SO IT STICKS

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CONNECTING PRACTICES #4

PRACTICE #4 - CONNECTORS INSPIRE PEOPLE

INSPIRATION EQUATION

WHAT PEOPLE KNOW	WHAT PEOPLE SEE	WHAT PEOPLE FEEL	INSPIRATION
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WHAT DO PEOPLE NEED TO KNOW?

- THAT YOU UNDERSTAND THEM AND ARE FOCUSED ON THEM
- THAT YOU HAVE HIGH EXPECTATIONS OF THEM

WHAT DO PEOPLE NEED TO SEE?

- YOUR CONVICTION
- YOUR EXAMPLE

WHAT DO PEOPLE NEED TO FEEL?

- YOUR CONFIDENCE IN YOURSELF AND THEM
- YOUR GRATITUDE FOR THEM

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CONNECTING PRACTICES #5

PRACTICE #5 - CREDIBILITY IS THE CURRENCY THAT CONNECTORS HAVE

CREDIBILITY CHECKLIST

HAVE I CONNECTED WITH MYSELF?	1	HAVE I MADE RIGHT MY WRONGS?	2
AM I ACCOUNTABLE?	3	DO I LEAD LIKE I LIVE?	4
DO I TELL THE TRUTH?	5	AM I VULNERABLE?	6
AM I FOLLOWING THE GOLDEN RULE?	7	DO I DELIVER RESULTS?	8

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THANK YOU

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BY JOHN C. MAXWELL

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