

Ninety percent of what you are saying isn't coming out of your mouth! Communicate for Success

Presented by: Marie Knight
Owner & Chief Influencer
Knight Leadership Solutions



FRPA
Emerging
Leaders
Institute
April 14, 2022

1

TODAY'S AGENDA

- Leadership=Influence Communication=Influence Leadership=Communication
- You are who you are
- Can you hear me now?
- What's stopping us
- Who's who in the zoo – and how do we speak their language

2



If you ask me what's the one thing you can do to be more successful, I'd say learn to communicate.

—JOHN C. MAXWELL

Everyone Communicates, Few Connect | Facilitated by The John Maxwell Team

3

#1
CRITERIA
FOR
SUCCESS

**NUMBER 1 CRITERIA FOR
ADVANCEMENT & PROMOTION
FOR PROFESSIONALS
IS THE ABILITY TO
COMMUNICATE EFFECTIVELY.**

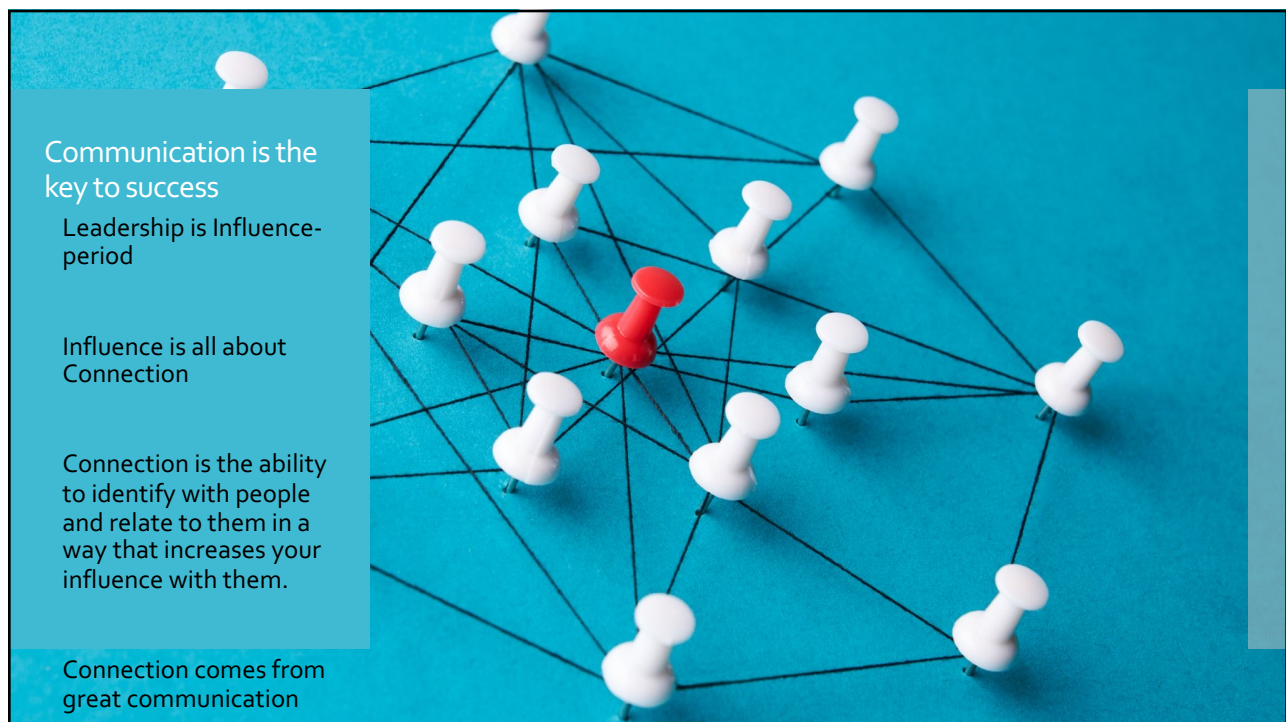
—HARVARD BUSINESS REVIEW

Everyone Communicates, Few Connect | Facilitated by The John Maxwell Team

4



5



6



There may be no single thing more important in our efforts to achieve meaningful work and fulfilling relationships than to learn to practice the art of communication.

—MAX DE PREE

7

Who you are today has been determined by three things:

- _____
- The people in your life
- _____

We need to understand that we bring all of that to the table every day - and so do others

"I yam who I yam"

Popeye

8

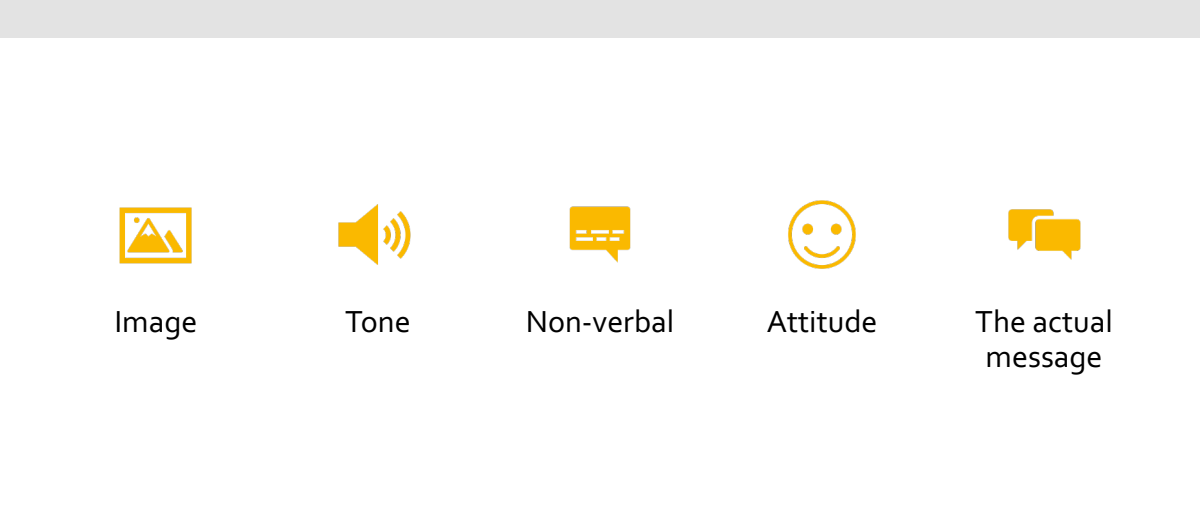
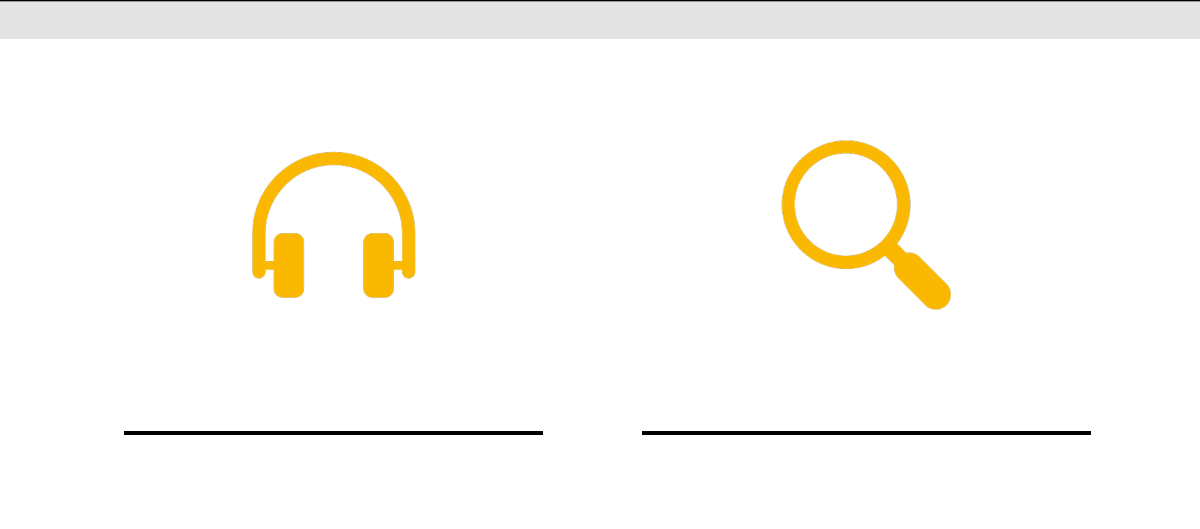


Image Tone Non-verbal Attitude The actual message

What talks for us?

9



So, how do we connect, how do we communicate successfully?

10

Dumbo – not
so dumb



Two ears, one mouth, best to use them in proportion

11

Barriers To
Listening

Boredom

Internal issues

Knowing it all

Being
preoccupied

Environmental
distractions

Perception

Red flag words

Language
barriers

Attention
span issues

12

3 KINDS OF LISTENING

listening

We want to push our own type of view or opinion rather than listen to someone else's.

We are waiting to jump in and say something or point out flaws in what the other person is saying.

We pretend that we are listening, when really, we are formulating our own ideas and just waiting for the person to break so we can blurt them out.

We fail to take in what the other person is saying and have closed our minds, which is a barrier to good listening.

13



We are genuinely interested in what the person is saying.



We are not yet at the point of responding and being involved, but we understand the points that the speaker is trying to make.



We may agree with what is being said, but we are doing so in a passive manner, rather than in a reflective one.

3 KINDS OF LISTENING

listening:

14

3 KINDS OF LISTENING

listening:

We want to listen this way.

We actively listen and understand what the other person is saying.

We listen to what the other person has to say before we try to interject what we would like to share.

We restate or share back information with the speaker, showing that we are paying attention and actively involved.

15

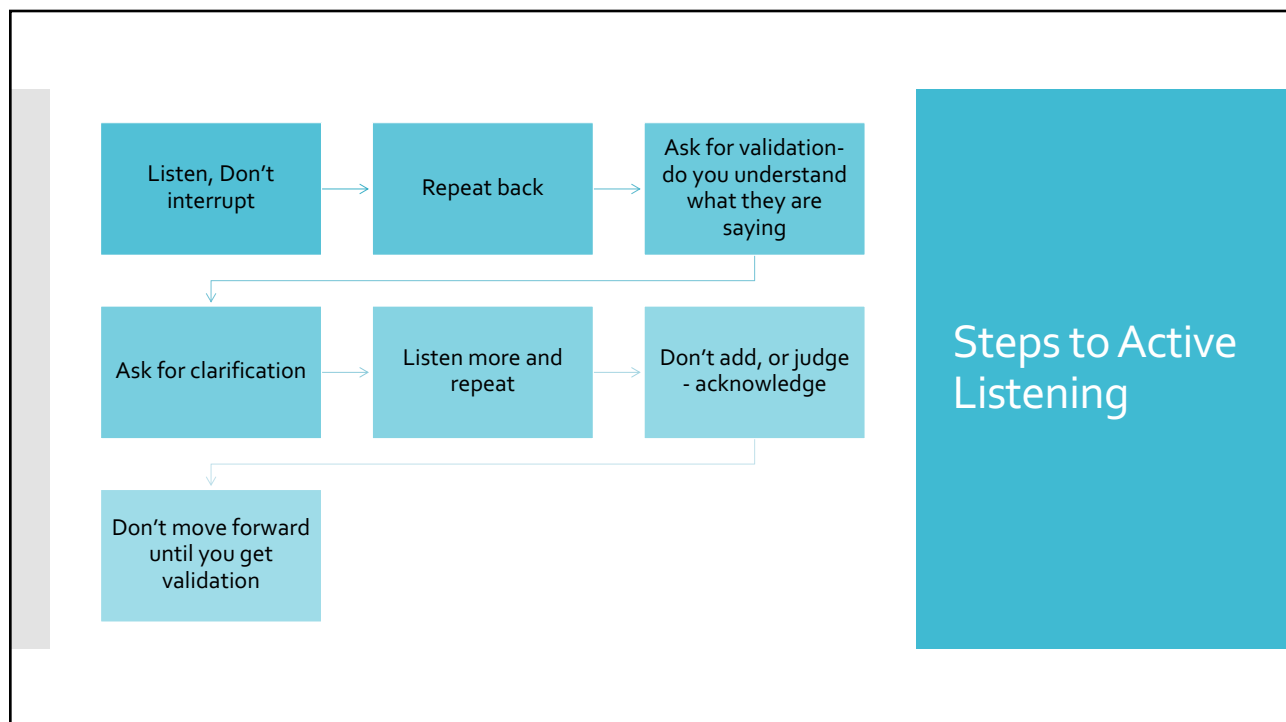
ACTIVE LISTENING

- You can't prescribe until you diagnose
- Listen = Silent
- Want to be helpful
- Builds Trust
- Decreases Mistakes

16



17



18

Validation Phrases

If I understand correctly, you are upset because.....Is that right?

What I hear you saying is..... Do I have that right?

You are telling me that you feel..... Is that a correct summary?

I want to be sure I am getting this right, you are saying.....

19

Thank you for sharing your thoughts with me, I can see how important this is to you

I am so glad you value our relationship and want to share this with me

I am sure this is not easy to discuss, thank you for trusting me

I am so glad we have a chance to talk about this

Encouragement

20

Teams of 2

Person 1: You are the employee and are frustrated because you feel your Supervisor as given you too much work, another new project with no support and they don't value you or your time

Person 2: You are the Supervisor– Practice Active Listening

Switch Roles

Team Time

21

	73	9		66	78	50
		49			62	
37	53		5	46	34	18
69	33	17		38	14	74
		1	29			86
41				10	2	70
	21	25				22
13	81	77	61	58	54	42
57	85	45	65	6	30	26
					82	
	60		80		31	55
32		44		79	75	63
	20		76			47
64				23	43	51
	88	40	68	39	3	11
24						71
	36	48	56	67		87
28	4	12	16	59	15	35
84	72	8	52	19	7	83
						27

22



Seeks Control

Decisive

Results

3%

23



D **Seeks results. Active. Multi-tasker.**

- Driven by authority
- Will easily try to take control
- Embraces any change that will help them get results
- Very comfortable responding to direct confrontation
- Treasures loyalty

Greatest Fear: Being taken advantage of

24



Persuasive

Spontaneous

Spotlight

11%

25




**Seeks friendly environment.
Always active.**

- Relationship-oriented
- Emotional and animated
- Great storyteller
- Encourager
- Treasures great experiences with others

Greatest Fear: Rejection / Loss of Approval

26



Team-Oriented
Follow-Through
Loyalty

69%

27



S **Seeks a team environment.**
Very loyal.

- Easygoing and agreeable
- Evenly paced
- Good listener
- Compassionate
- Treasures peaceful relationships

Greatest Fear: Loss of Security / Confrontation

28



29



30

How do you handle a slip up?

A **D** style slips on a banana peel. They yell, "Ow! Stupid banana peel!" as they continue on their way.

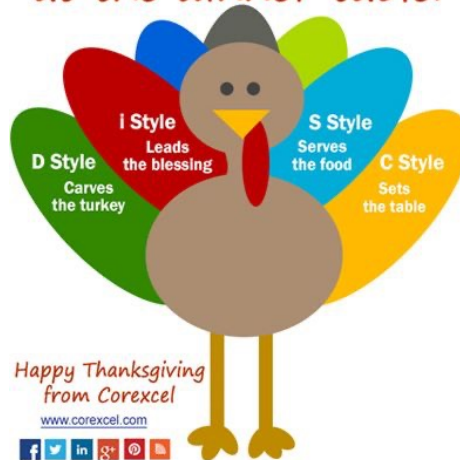
An **I** style slips on a banana peel. They turn to a passerby, "I can't believe I just did that! Did you see that?"

A **S** style slips on a banana peel. They gasp, look around, "Phew! No one's looking; no harm done."

A **C** style slips on a banana peel. They pick it up, analyze it and locate the closest trash can so that this doesn't happen again.

31

*Everyone has a spot
at the dinner table!*



32

Going to the Movies

Humor

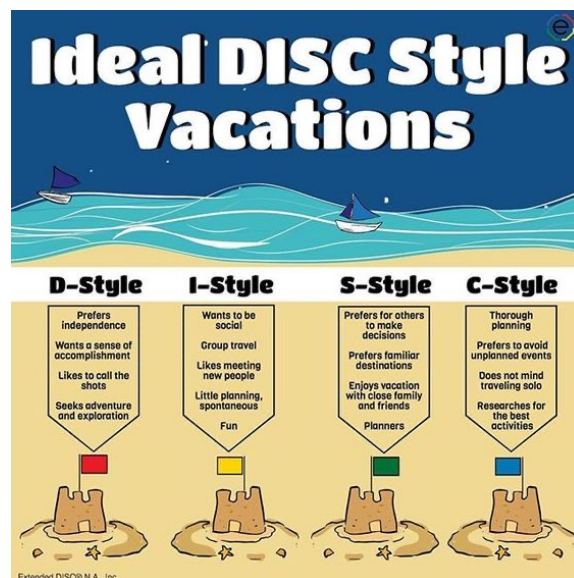
⌘ Seeing a movie in a theater

- ☒ The D comes late and makes everyone stand while they take a middle seat
- ☒ The S gets there 15 minutes early. Then stays to see the entire credits at the end of the movie
- ☒ The C reads the reviews before attending
- ☒ The I attends in groups. They are the ones doing all the applauding and talking.

33

What's your Ideal Vacation?

Solo?
Family and Friends?
Adventure?
Relaxation?
Spontaneous?
Pre-planned?



34

Which DISC style?

**Better safe
than sorry.**

There's no place like home.

Good things come to those who wait.

Two heads are better than one.

Honesty is the best policy.

**A friend in need
is a friend indeed.**

discprofile

35

Which DISC style?

The end justifies the means.

Actions speak louder than words.

Fortune favors the bold.

Never say never.

**You can't make an omelet
without breaking a few eggs.**

When the going gets tough, the tough get going.

discprofile

36

Which DISC style?

There's no time like the present.

Every cloud has a silver lining.

Let a smile be your umbrella.

**Easy come,
easy go.**

Variety is the spice of life.

All work and no play makes Jack a dull boy.

discprofile

37

Which DISC style?

**Hope for the best,
but prepare for the worst.**

Knowledge is power.

Necessity is the mother of invention.

Practice makes perfect.

A penny saved is a penny earned.

If you want something done right, you have to do it yourself.

discprofile

38

How Do You Figure Out Other People?



Just ask yourself these questions:



Are they fast-paced or even-paced? Are they outgoing or reserved?



Are they detail-oriented or big-picture?



Are they risk-takers or cautious?



Are they planned or spontaneous?

39

Communicating with a D

Be brief, direct, and to the point. Then leave.

Ask "What" not "How" questions.

_____.

Don't ramble.

Discuss a problem and its effect on outcomes.



40

Communicating with an I

Don't do all the talking.

Don't ignore their ideas.

Allow time for socializing.

Follow up with the details in writing.

Four short 10-minute discussions are better than one 40-minute discussion.



41

Communicating with an S

Create Create a friendly tone for the discussion.

Show Show interest in them as a person.

Don't be _____.

Minimize Minimize the potential for confrontation.

Give Give definition to the goal and everyone's role.

Give Give them time to adjust to any changes.



42

Communicating with a C



PROVIDE ALL THE DETAILS.



USE VALIDATED FACTS.



BE PRECISE IN YOUR EXPLANATION.



BE PATIENT, ANSWER ALL THEIR QUESTIONS, AND FOLLOW UP TO PROVIDE THEM WITH THE ADDITIONAL DATA THEY REQUEST.



43

Resources:

Everything DISC

John Maxwell: Everyone Communicates, Few Connect,

Maxwell Method of DISC

Corexcell

Prepared & Facilitated by:

Marie Knight,



44