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**Goals for Today**

- Impact
- Five Keys of Communication
- The Conversations



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- Raising our voice in a meeting
- Looking out the window
- Checking our phone
- Non-Listening
- Interrupting

Endocrine Regulations 2007, November

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**Behaviors of Trust**

- Eye Contact
- Extend Trust
- Posture
- Listen First
- Be Consistent
- Voice

**Language of Trust**

- "I Trust your judgement"
- "Thank you"
- "I forgive you"
- "I've got your back"
- "How else can I help you"

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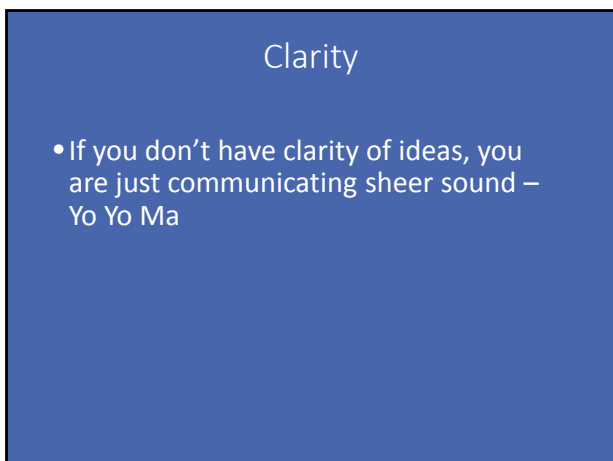
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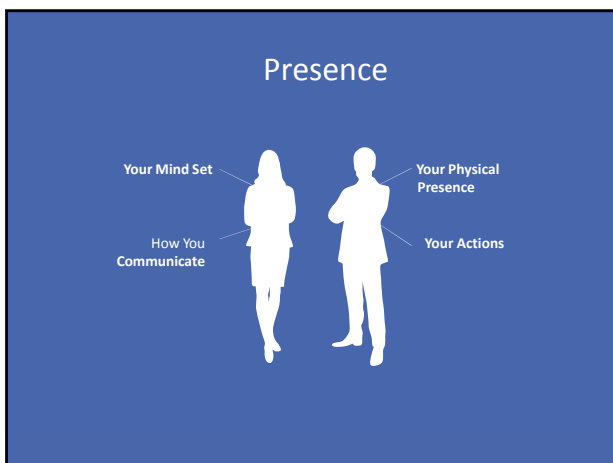
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# The Conversation

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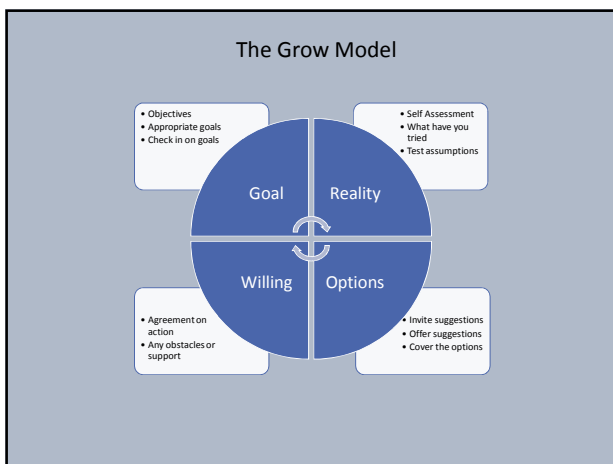
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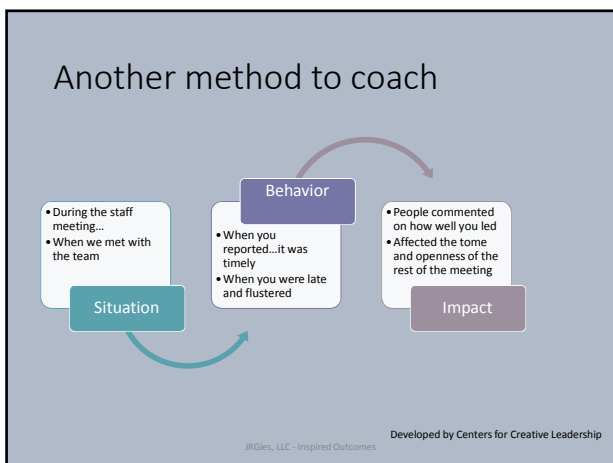
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## Coaching and Feedback



- Pick a situation
- Connect with your desire for their success
- What will you say to show that desire
- Permission to coach
- Commitment

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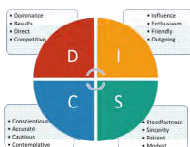
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Name \_\_\_\_\_ Date \_\_\_\_\_

Performance or Complaint \_\_\_\_\_

What do you know about their communication style?

\_\_\_\_\_

Compassion, remember feedback is a gift, we are in this together. What will you say to establish the bond?

\_\_\_\_\_

Clarify what specific behavior do you want to discuss and what is the impact. Current state, needs matrix, questions what do they think is happening, what have they tried? What would they do?

\_\_\_\_\_

Restate the conversation and document the agreed upon commitments. Let them make the commitment

\_\_\_\_\_

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## The Conversations

- |                             |                             |
|-----------------------------|-----------------------------|
| <b>Team</b>                 | <b>1:1</b>                  |
| 1. Organizational Alignment | • Engagement/Accountability |
| 2. Team Accountability      | • Observation               |
| 3. Learning                 |                             |

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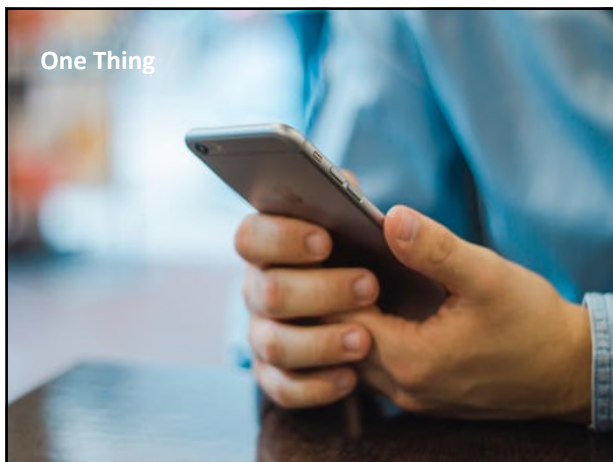
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Abracadabra

As I Speak So I Create

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**Thank You**  
JRGies, ~ Inspired Outcomes  
[John@johngies.com](mailto:John@johngies.com)  
720-535-6552

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