

A complicated, mostly adversarial relationship... The Meeting CEO, Top Execs, All Managers Her goal: Approval... Reading the room...it's almost all positive, except for... "Amy, what makes you think this project will go any better than that disaster of yours we all got behind last year?" NOTE TO SELF: THIS IS ONE OF THOSE MOMENTS THAT COUNT! ? What's at stake here? If you're in Amy's shoes, what's your initial reaction? (I'll share what Amy did to win the moment in bit!)

The Case of Bob and Amy Amy presenting a business case for approval in an All Managers/Execs meeting She did her homework, and has a well-developed business case, and connected 1x1 with all the regional key influencers, including... Il.

Setting the Stage

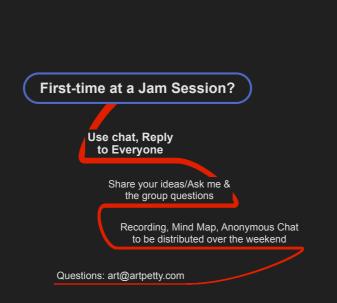


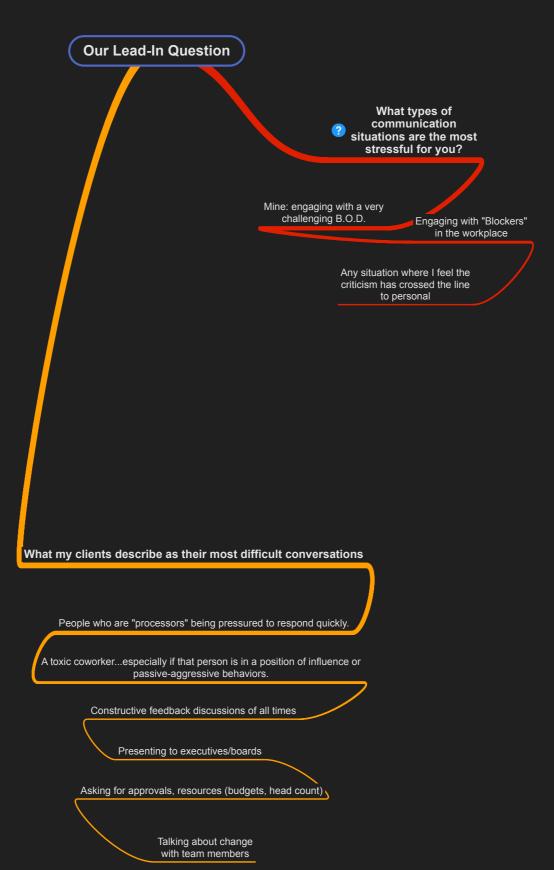
Today's Approach: A deep(er) dive into a subtle, personal power tool to help you win the moment in challenging communication situations.

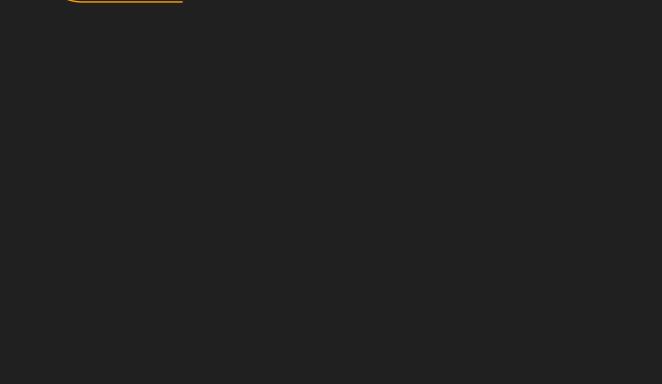
"Build an Approach"



Our focus: how to be at your best in the moments that count









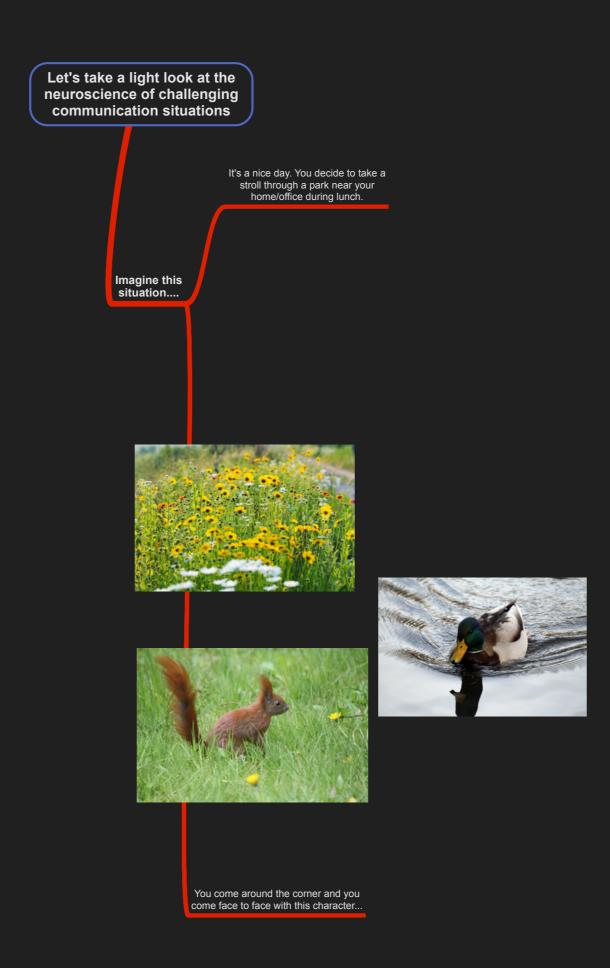


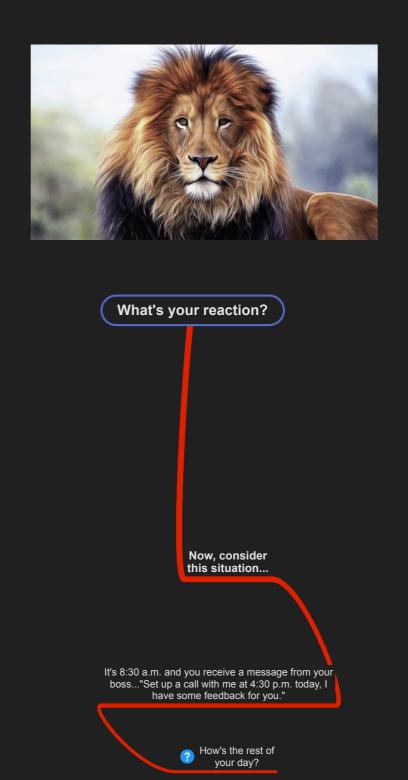


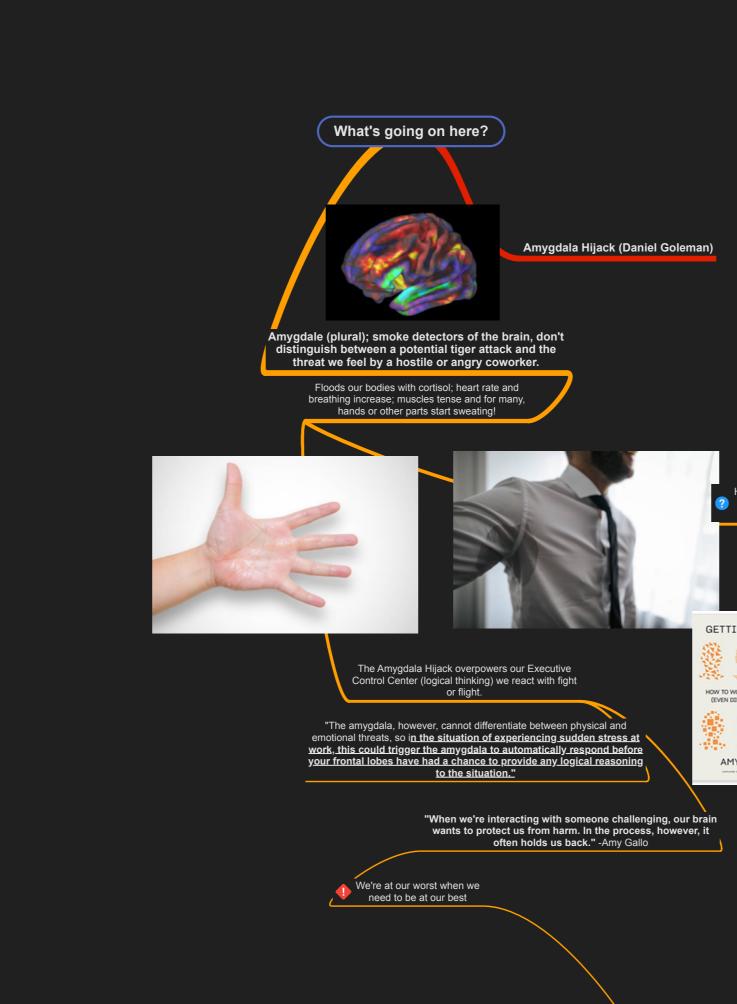




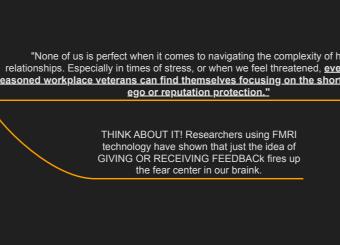






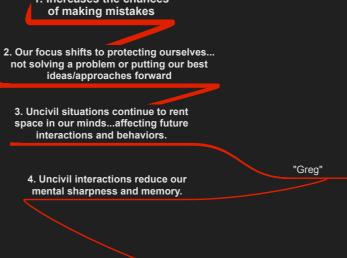




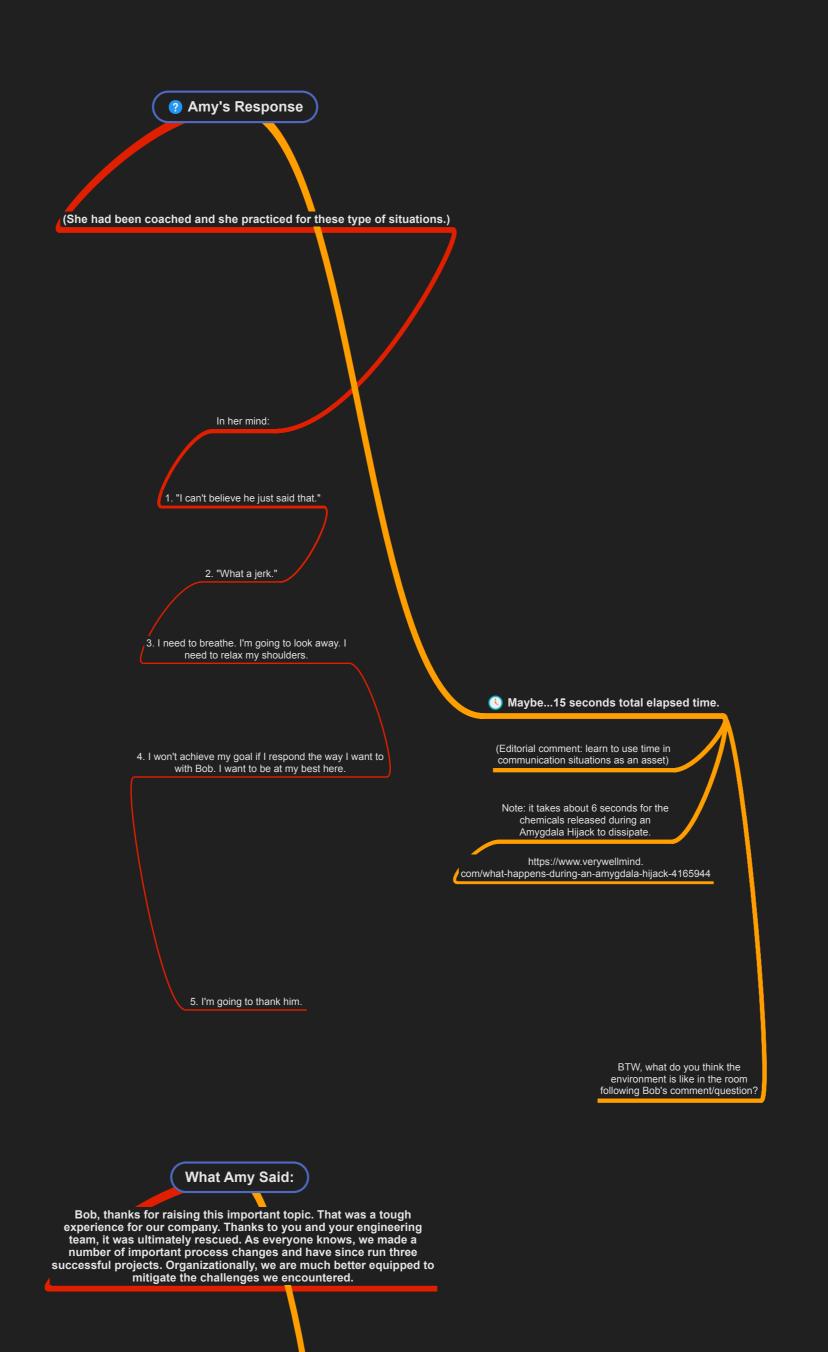




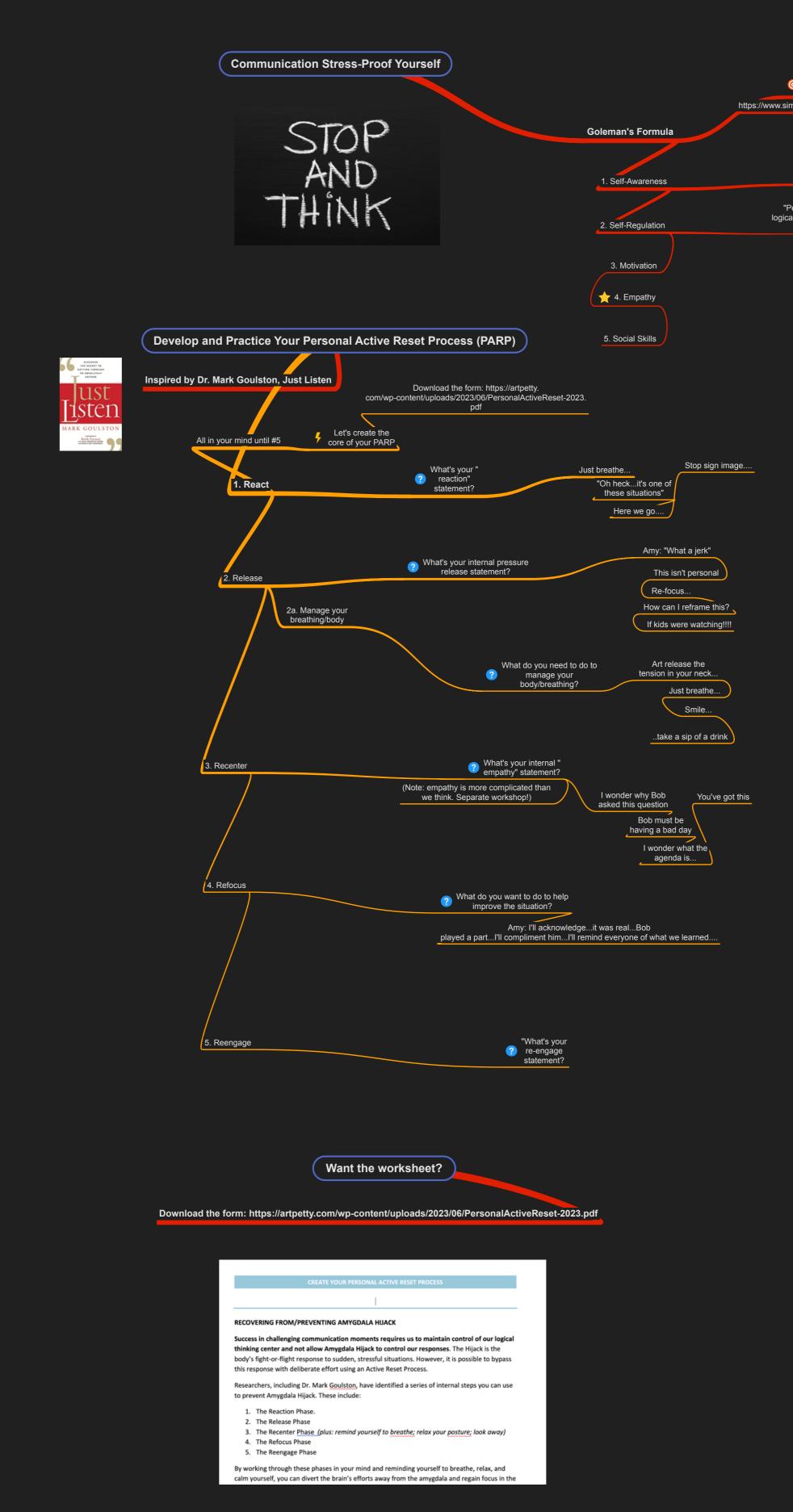


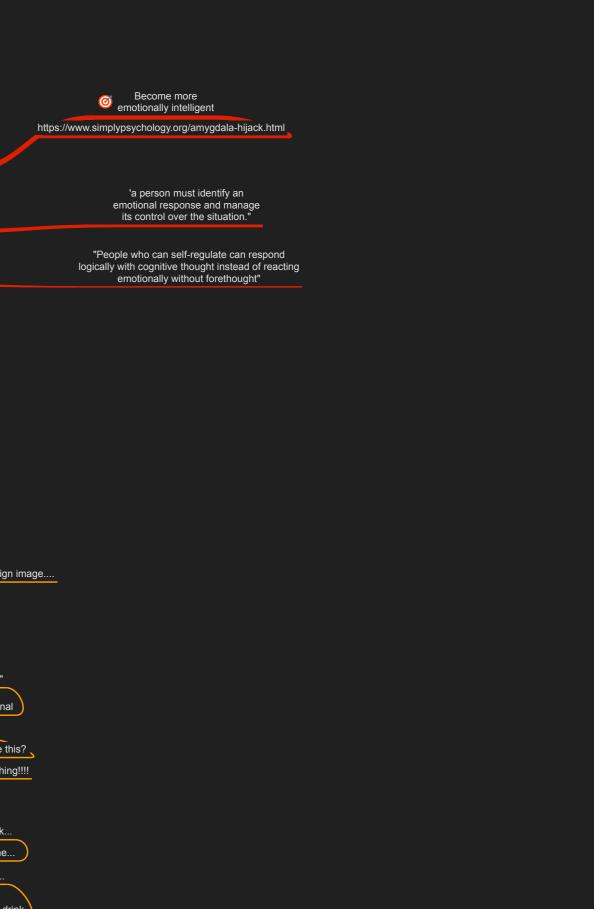


"In one study, 80% of respondents who were on the receiving end of uncivil behaviors at work spend time worrying about the incident and 63% lost work time trying to avoid the offender. -Gallo



What do you think happened to the environment in the room after that?





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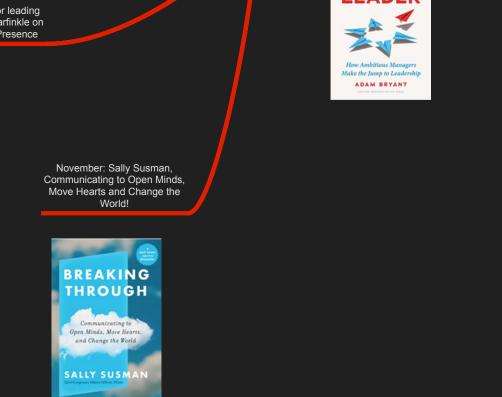
July 13 ,20, 27, 8/3

9/6, 13, 20 ,27

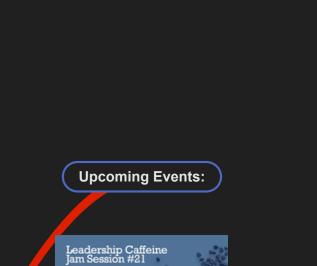
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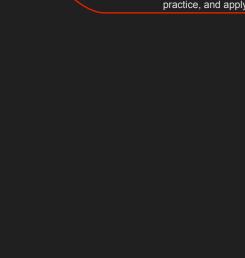
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Info? Enroll? art@artpetty.c











For the Many Who Are "Processors" ? Your ideas for success strategies? Buy some time Ask questions.... I'm taking all this in and processing..... Win the audience first

If you are a processor...

My ideas:

Obvious: Use Active Listening Ask clarifying questions Techniques... Restate in your words what you perceive the person is asking?

★ Non-Obvious; Shift the medium

Use a whiteboard, Flipchart...and draw a picture! "Here's what I think I hear you saying...is this correct?"

1.0.1

STEP INTO YOUR POWER, CONVEY CONTIDUCE A LEAD WITH CONVECTOR JOEL A. GARFINKLE