

Effective Communication and Active Listening



Your Leadership Values	-
Breakout Room Activity	-
Empathy & Assertiveness	-
Healthy Boundaries	-
Personal Reflection	-
Self Diminishing Language	_
The Fear Of Speaking Up	-
Communicating To Others Values	-

Agreements For Our Time Together

- We treat this as a confidential and compassionate space and request that you hold this container as such
- Judgement free zone, both of yourself and others
- Time for reflection and growth, openness to getting uncomfortable
- Being present

& elev8

Your Leadership Values





Core Values

- Basic and fundamental beliefs that guide or motivate attitudes or actions. What you truly believe at a CORE level.
- Help us determine what is most important to us.
- · Form the Foundation for our life.
- Motivate the choices you make and determine the direction that your
- life takes.
- Knowing what drives you allows you to be thoughtful about your actions, instead of living from reaction.



CORE

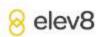
The importance of choosing your values and being intentional about how your life + leadership are aligned with them.

INHERITED

Adopting the values of parents and/ore dominant values of society.

ASPIRATIONAL

Express who you hope to be.



Head (Masculine) & Heart (Feminine) Values

Head Values are driven by thinking, action and results and the action of doing.

Organizing Strategizing Problem Solving Analyzing Heart Values are driven by feeling and emotion and the action of simply being.

Connection Compassion Authenticity Intuition



Values Reflection

Reflection 1

What is your definition of success?

Reflection 3

What's a time in your life when you felt the most alive?

Reflection 2

What drives you to make an impact?

Reflection 4

What would you stand for even if it wasn't a popular opinion?



Breakout Rooms

What did you learn in doing the values assignment about yourself?

Share your core values? Top 3-5 values

How are you presenting these values in your leadership + life?

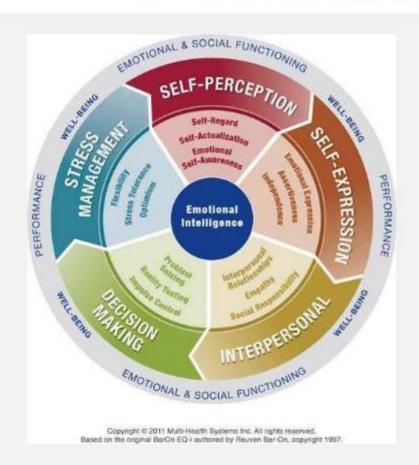
What value do you feel called to use more of in your leadership communication?

8 elev8

Empathy & Assertiveness



Emotional Intelligence 101





Empathy: The focus on YOU (the other person)



Assertiveness: The focus on ME (my needs) and WE (our needs as a team)



Emotional Intelligence 101

Here are some examples of statements at an intense level:

This project is important to you [empathy], but having my say is very important to me also [own needs]. We need to reach some common ground or we will be going nowhere fast. If we can work together on this I think we will present a quality product [resolution].

You're quite upset by this poor customer feedback review [empathy]. I'm not very happy about this either, as your shift supervisor [own needs], but I think we can work out some better strategies to help us improve in the future [resolution].



Empathy Can Look Like

Holding Space For Others

Offering opportunities for others to talk, explain and share in a safe and trusting space.

Seeing others as resourceful

Not trying to fix others, but rather guide them to finding their own solutions.

Understanding Different Perspectives

Seeking to understand as oppose to being understood.

Actively listening

Reading between the lines, leveraging our powerful intuition as women.



Active Listening

Being 100% present

- Showing up for yourself and your wellbeing first
- Minimizing noise and stress so you can be in the present moment.
- Understanding that being present and listening builds trust.

Listening to all languages

- 55% of how we communicate is done through our body language- paying attention to shifts in posture or eye contact can indicate non yerbal communication.
- Being grounded in our own posture- how are we standing in our power and in the essence of our empathy as women.

Paraphrasing, Summarizing

- Replaying someone's words back to them support them in feeling understood.
- It ensures you're really understanding what's being said too.



Assertiveness Can Look Like

Communicating Your Capacity

Sharing Your Perspectives

Holding Others Accountable

Setting Healthy Boundaries



Healthy Boundaries

While I would love to do that with you/for you, [insert type of priorities] preclude it. Thanks for reaching out.

I am so flattered that you asked but unfortunately I cannot do that. Can I help you brainstorm someone who might be able to help?

Right now, I am saying no to all invitations (on this topic, at this time frame, etc.). Here's why...

I need to decline, but thank you for thinking of me.

I try very hard not to make commitments I will likely need to cancel, and because of the timing here, I can imagine needing to cancel at the last minute, leaving you in a last-minute scramble to find someone else. Because of that, I need to say no.

I sit down with my calendar on Fridays. Would you please send me all of the information I need, and I'll let you know on Monday if it works with my whole schedule?



Personal Reflection

What's one healthy boundary I need to create for myself TODAY?

What's the scary belief that's holding me back from setting that boundary?

Is that belief true? What's the evidence?

Based on that, is my scary belief true? What's my next step?



Communication Tools

Understanding Self Diminishing Language
Overcoming the Fear Of Speaking Up
The Importance Of Communicating To Others Values

Self Diminishing Language

Sometimes, in an effort to soften our communication—we can diminish our words. Maybe to be liked, to make others happy or even out of our own inner critic or lack of confidence.

- Inserting just: "I just want to check in and see..." "I just think..." Just tends to make us sound a little apologetic and defensive about what we're saying. Think about the difference between the sound of "I just want to check in and see..." and "I want to check in and see..." or the difference between "I just think" and "I think..."
- Inserting actually: "I actually disagree..." "I actually have a question." It actually makes us sound surprised that we disagree or have a question—not good!
- Using qualifiers: "I'm no expert in this, but..." or "I know you all have been researching this for a long time, but..." undermines your position before you've even stated your opinion.
- 4. Asking, "Does that make sense?" or "Am I making sense?": I used to do this all the time. We do it with good intentions: We want to check in with the other people in the conversation and make sure we've been clear. The problem is, "does that make sense" comes across either as condescending (like your audience can't understand) or it implies you feel you've been incoherent.



What Self **Diminishing** Language Are You **Removing From** Your Leadership Communication Today?

Working With The Fear Of Speaking Up

At times, we don't like to rock the boat, make others uncomfortable, or say something that might spark disagreement. We are all on our journey of finding our authentic voice.

- Learn to work with your voice. Does your voice need more power behind it? How do you share your feedback or respectfully interrupt. Where does your voice need more practice?
- Practice makes perfect. Challenge yourself to speak up at least once in every meeting and conversation you're involved in. It can be sharing your insights, making a suggestion or simply recognizing someone else. Overtime, your voice will be friends with your brain and heart.
- 3. Not everyone deserves to hear what you have to say. Choose to share your thoughts and perspectives with others who actively listen and really hear you. While it's not always possible in the boardroom, it can help to practice and confide in other women that understand your goals.
- 4. Remember why you want to speak up in the first place. What is the legacy you want to leave behind? Who is your voice representing? What is the influence you want to make? Why is that important?



The Importance Of Communicating To Others' Values

Knowing other people's values can help us to deliver information in a way that will resonate with them. Influence in our communication means we can adapt how we deliver information depending on who is receiving it.

- What do the people or person in the room value? For example, sharing how you see what's important to them first, helps them reduce defensiveness by feeling understood.
- 2. Hear people's perspectives and communicate that. For example, 'I know how hard you've worked on this project and the work that you're doing is supporting the value of building for the long-term. My suggest also aligns to building for the long term and I think it can support both of us in achieving success together on this.....
- 3. Head and Heart Perspectives? Does your audience resonate more with data and numbers or storytelling and qualitative information or both?



Think of someone you are in communication or will be in communication with.

- What do they value?
- How will you approach your next conversation based on that?



Personal Reflection

What are my top 3 takeaways from today's session?

What are my top 3 action steps after today's session?

What's a compassion sentence I can say to myself right now?





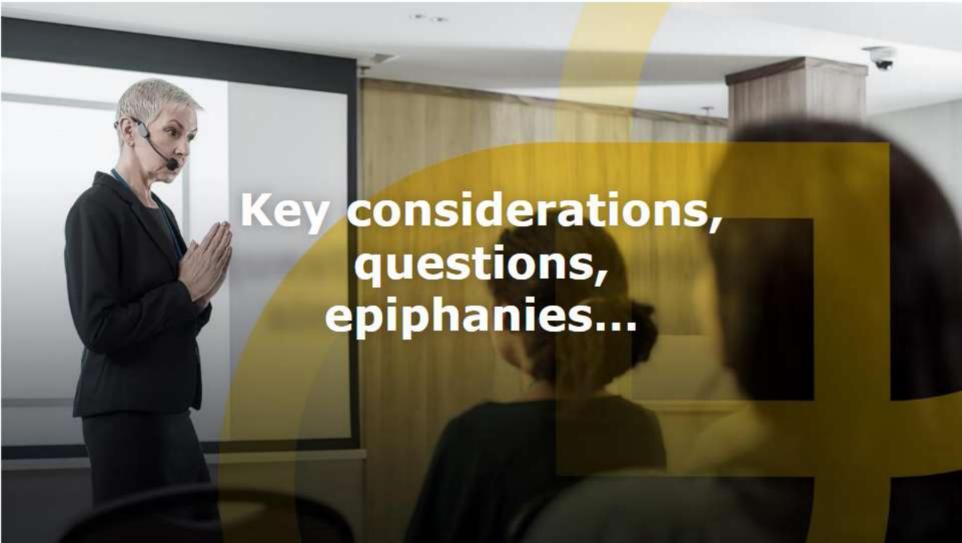
Effective Communication and Active Listening Chapter 2



Storytelling For Impact	\longrightarrow
Personal Reflection	\rightarrow
Breakout Room Activity	\rightarrow
Coaching Strategies	→
Coaching Demo	→
Influencing Groups	\rightarrow
Q&A	\rightarrow
Wrap Up	→

Agreements For Our Time Together

- We treat this as a confidential and compassionate space and request that you hold this container as such
- Judgement free zone, both of yourself and others
- Time for reflection and growth, openness to getting uncomfortable
- Being present



8 elev8

Storytelling For Impact



Why is Storytelling Important?

It's through storytelling that connections, engagement and trust are built, all of which are critical in not only day-to-day operations but also in times of large-scale organizational changes.

It's the art of taking a core message or idea and transforming it into something that resonates with the audience, resulting in them believing in, caring about and acting on the message or idea.

In my experience, Leaders who have had the biggest impact were those who created a strong and clear vision and inspired and motivated their people to follow and execute on the vision.

These leaders had a strong following of employees who trusted, admired and respected them, thus driving alignment and action. Often times, these leaders would share stories about past experiences and life events to influence values, communicate the vision, define corporate culture, transfer knowledge and ultimately resonate and connect at a deeper level with their team.



DATA+ STORIES= IMPACT

Simplicity

Keeping the message compact helps people learn and remember the core message

Unexpectedness

Incorporating a surprise element promotes curiosity and helps get and hold people's attention

Concreteness

Painting a concrete and mental picture helps people understand new concepts by increasing transparency and vividness of the core message

Credibility

Building credibility around the message or idea through inside or outside channels helps people to trust and buy into the core message

Emotions

Exuding an emotion in the story appeals to the 'What's in it for me?' of the audience and helps people connect with the core message

Stories

Delivering a story helps inspire and motivate people to jump into action and deliver on the core message



Where to use storytelling?

Applying storytelling in the workplace can be leveraged in many situations including:

- Meetings
- Presentations
- Hallway/casual discussions
- Onboarding
- Training

- Stories can come from anywhere:
 - a. Childhood
 - b. School
 - c. A teacher
 - d. A parent/grandparent
 - e. Your culture
 - f. Your first job



What is a fire that burns within you?

- Stories can be deeply personal
- They can be powerful as a result of a challenge or obstacle that you overcame
- Your story is your personal and leadership brand

- Marie Forleo- Everything is Figureoutable
- Brene Brown- Having the courage to show up when you can't control the outcome
- Mel Robbins- You can make choices everyday to improve your life.



Your Personal Story

You all have a story, something that you've been through that can represents the core of who you are.

- Maybe you experienced burnout before and overcame that and now want to promote better workplace wellbeing?
- Possibly you were mistreated in your work and you're now an advocate for safe and respectful workspaces and true leadership development.
- Maybe after many failures and learnings, you discovered what really works for your customers?



Building Your Story Library

Reflection 1

Where in my leadership could I leverage story telling more? (e.g a specific project, an upcoming meeting, team coaching)

Reflection 3

When was a time in my life when that take away showed up the most?

Reflection 2

What do I want that audience to take-away or understand from my story?

Reflection 4

What emotion do I want to convey in others through my story?



Breakout Rooms

Each take 5 minutes to share your stories with each other- don't forget to share the context as to where your story will be shared.



Coaching Strategies



Why Coaching?

ICF (International Coaching Federation) found that 86% of organizations saw an ROI on their coaching engagements (McCullough, 2022). The same article cites other studies indicating positive ROIs as well:

- Improved executive productivity (reported by 53% of executives)
- Improvements in organizational strengths (48%)
- Gains in customer service (39%)
- Increased retention of executives (32%)
- Enhanced direct report/supervisor relationships (>70%)
- Improved teamwork (67%)
- Improved peer-to-peer working relationships (63%)
- Great job satisfaction (52%)

Leadership Commitment: Understanding The Benefits

- Building awareness and responsibility is the essence of good coaching and enables the activation of natural learning
- This prevents you as a leader from always having to solve problems. It gets people to think for themselves, generate awareness and take responsibility to their situations
- It guides your team in creating their own unique solutions and increasing their impact and your influence.
 - It shows that you believe in them and trust them

It will change the culture of your organization forever



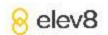
What prevents us from coaching?

If I don't swoop in and save then....

The narrative that I created is ...

The cost of this narrative to my team...

The cost of this narrative to me is....



Coaching Foundations

Time & Presence Permission & Clarity Open Ended Exploration Refrain From Fixing

The Coaching Process

- 1 Start by clarifying exactly what they need to get from the conversation
 - Begin by asking open-ended questions that dig into the reality of the current situation
- 3 Ask them to consider what their solutions are or ways forward
- 4 Embrace the pause and let them think
- 5 Explore their ideas by asking more questions- reality test!
 - When a full picture of the solution has been painted, ask them to summarise the next steps- SMART goals
 - Ask follow up questions to see if they need any additional support from you or anyone else
- Set timelines for check-in to discuss progress and/or blockers

8 elev8

Influencing Groups



What Are Your Biggest Challenges in Group Meetings?



#1 You get interrupted.

Being interrupted happens sometimes in a meeting. Not only is it disrespectful, it also can impact our confidence.

Consider their objective. If it's to change the topic or get you to stop talking, you want to make direct eye contact with the interrupter and say, "Mike, I'm going to finish my point. This is an important topic and I want to make sure that everyone is informed."

I'm curious about your response/idea. I'll finish my point and then you can continue. I'm not finished talking (Kamala Harris used this brilliantly during the 2020 VP debates). What I'm saying is important...let me finish and then it would be great to hear your POV.

Discourage interruptions before they happen- set the tone for a parking lot if it's a regular occurrence. A parking lot if a way to manage and stay in the agenda. Then you can say 'Mike, thank you for your point but as it's off the topic of what's on the agenda today/is a point that needs further discussion. I'd like to ask the group if they're in agreement to move this to the parking lot?'

#2 You feel you have to over explain to get your point across.

Try to review agendas ahead of time and condense the points you want to make.

Make bullet points you can refer to to keep it short and avoid over explaining.

Have the mindset that your message will be delivered in trust and positive intent.

'How would I deliver this message if I knew the answers were going to be in my favour?'

Decide if you want feedback or questions on your communication. For example, 'what do you all think' can be helpful for brainstorming but not when you're sharing updates or decisions.

#3 Something you disagree with gets approved.

Is it worth your energy and time to follow up on this?

Suggest a decision code of conduct for your team moving forward.

Bring facts and data as opposed to feelings and emotions (feelings are GREAT but in these situations, it doesn't work)

Move the conversation to a 1-1 where you can have enough time to speak and be heard.



Wrap Up

What are my top 3 takeaways from today's session?

What are my top 3 action steps after today's session?

What's a compassion sentence I can say to myself right now?

