|  |  |
| --- | --- |
| **Executive Presence Patterns**Course Notes **Passion** is to make a positive difference for others.  **Perspective** is to keep your focus on the larger cause.  **Poise** is not being driven by emotions, keeping the purpose.  **Projection** is being concise with actions and words. |  |
| *The only thing we must fear is fear itself.*  Franklin Roosevelt | |
| *The best thing about the future is that it comes one day at a time.*  Abraham Lincoln | |
| *I am an old man and have known a great many troubles, but most of them never happened.*  Mark Twain | |
| *The most important thing in communication is to hear what is not being said.*  Peter Drucker | |
| *Peace begins with a smile.*  Madre Teresa | |
| *I can be changed by what happens to me. But I refuse to be reduced by it.*  Maya Angelou | |
| *What clients, associates, suppliers, and employees know first, see first, and remember last, is who you are.*  Charlotte Beers | |
| *Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen.*  Winston Churchill | |
| *When people ask me now if I miss coaching UCLA basketball games, the national championships, the attention, the trophies, and everything that goes with them, I tell them this: I miss the practices..*  John Wooden | |
| **LOW PRESENCE** | **HIGH PRESENCE** |
| Think: Perspective – The Thinking Patterns | |
| Thinking About Yourself | |
| Worrying too much, rumination, obsessive repetition of thoughts or excessively thinking about problems. | Focus on the controllable: list worries, identify the controllable, generate specific solutions. |
| Self-defeating self-talk, lack of self-confidence, insecurity. | Focus on your purpose, think ahead. |
| Need to be correct. | Need to be effective: be clear about my views, be open to when I am wrong, be open to learning. |
| Thinking About Others | |
| Focus on faults. | Look for the best in imperfect people. |
| People are for me or against me. | Treat **all** people with respect and dignity. |
| Take things personally. | Take things purposefully. |
| Listen on your terms. | Listen to others on their terms. |
| Getting Things Done | |
| Focus exclusively on results. | Get results while strengthening relationships and reputations. Listen more, ask what people around you need, tell them how much you value them, give them credit. |
| Focus on the urgent, “short-termism”. | Focus on what matters **most**. When something sounds urgent, ask how it affects what is most important. |
| Focus on showing on what I know. | Focus on bringing out the best in everyone. |
| Feel: Poise – The Emotional Patterns | |
| Feel a negative emotion. | A negative emotion is not a destination. Instead, it is a sign we are going in a direction we may want to reconsider. Identify your emotions at your best and |
| Emotions are contagious, e.g., in a meeting the initial dominant emotional tone can affect the entire interaction. |
| Do: Projection – The Action Patterns | |
| Posture and appearance. | Take a confident posture. It will positively affect your body chemistry, and you will be more confident. |
| Move smoothly, with purpose. Avoid stray, disconnected motion. |
| Smile when it is appropriate, but avoid extreme expressions, they can make you look out of control or immature. |
| Maintain eye contact. |
| Dress in a way that adds to your credibility and does not raise questions or doubts. |
| Your appearance, posture, movements, eye contact, should inspire confidence, not concern. |
| Get your trusted colleagues’ feedback upon how you are doing regarding these goals. |
| What you say and how you say it. | Speak decisively. Be ready to make a solid first or last impression. |
| Be able to support your viewpoints with solid reasons or facts. |
| Respond when challenged. Do not be silent, be clear, on point and do not take it personally. |
| Admit you are wrong with strength. Say “You are right about that, thanks for pointing that out”. And then move on. |
| Stay on course. Do not let others distract or divert you from priorities. |
| Keep it simple. It is important to use language that people with all backgrounds can understand. |
| Be concise. It is best to have people wanting to hear more from you, instead of wishing you would speak less. |
| Engage others with kudos and questions. Give others space to speak and encourage diverse viewpoints. Ask thoughtful questions, e.g.: ask the best two questions that get to the core of what needs to be done next. |
| Keep track of the great questions asked, so you can use or adapt them for your purposes going forward. |
| Align your pitch, pace, and tone. |
| Be fully present. |