



Influencing Through Understanding

Participant Name.....

Date:.....

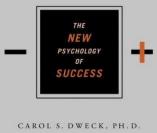
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Our Learning Principles

1. Adopt a Growth Mindset
2. Get to know your Negative Capability
3. Understand what drives you
4. Learn Mindfully
5. Adapt and Evolve

MINDSET



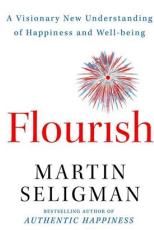
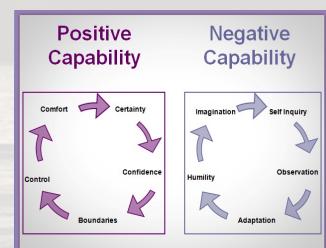
Set learning goals toward mastery
Believe learning, talent and ability can all be developed
Effort and persistence
Embrace challenge and new ideas

I never stopped trying to be qualified to do the job'

Darwin E Smith, CEO, Kimberly-Clark Corporation 1971-1991

Knowing more, understanding less
Be open to new ideas that challenge current thinking
Personal sense of inquiry
Reflecting on your performance

"What got you here won't get you there"
Marshall Goldsmith, leadership thinker, author, coach



Know your key strengths and use them daily
Know how you learn best & get more from learning
Ask questions

"Re-craft your life, work, love, play and friendships around your top strengths"
Dr Martin Seligman, founder of Positive Psychology

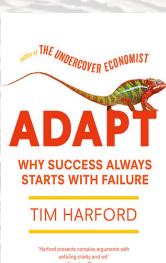
- Give your full attention to learning
Recognise the emotions you feel and the impact they have
Allow yourself time to reflect and find value
Value the difference of others



You can't stop the waves, but you can learn to surf'
Jack Kornfield, Buddhist Teacher & Psychologist

Design an experiment to test new ideas
Make the test small scale and failure survivable
Keep what works
Share your learning with others

'Adapt: Why success always starts with failure' Tim Harford, economist & author



Today's Outcomes

I will better recognise, understand & value difference



I will know more about myself



I will be able to better reflect on who I am and how I fit in with others



I will have stronger relationships in the room and with others

My notes & reflections



The importance of warmth & positives

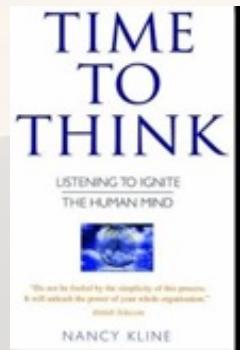


The workplace is just a series of relationships: building rapport is key to this

"We need a minimum of 3:1 positive to negative messages to be effective"



"You've not arrived until you've spoken" – Nancy Kline



What are you choosing to focus on?

$$1 \times 1 = 1 \quad 2 \times 2 = 4 \quad 3 \times 3 = 9 \quad 4 \times 4 = 15$$

My notes & reflections

Why relationships?



Outcomes

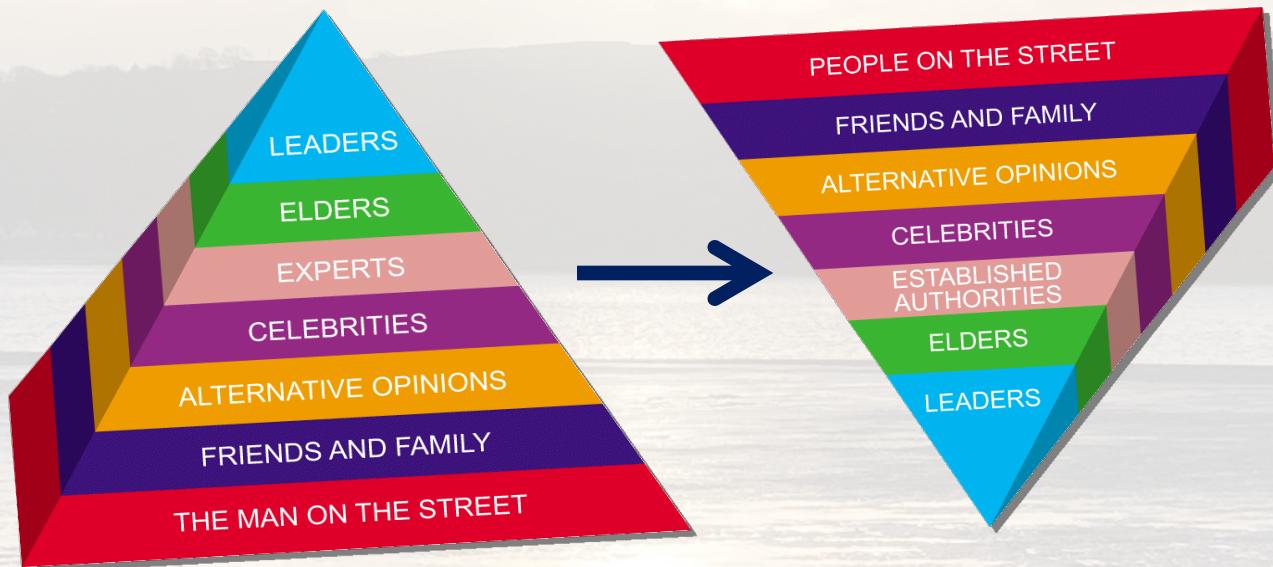
Actions

Opportunities

Where should we focus our time?

Relationships

Why positional power no longer works



Who did we trust? Who do you trust now?

My notes & reflections

Recognising & Changing our state and behaviours:



Transactional Analysis and the Drama Triangle

Change our behaviours and we change our outcomes!

Choosing my state?

*Transactional Analysis
Berne (1958)*

Parent



Adult



Child



We all have choices as to what state we're in and, therefore, how we behave.

We have 3 different states that we can be in: parental (nurturing & controlling), adult and child (adapted & natural).

Our reactions are based on our learnt behaviours, many come directly from childhood.

The consequences?



Controlling Parent



Nurturing Parent



Functional Adult



Adapted Child

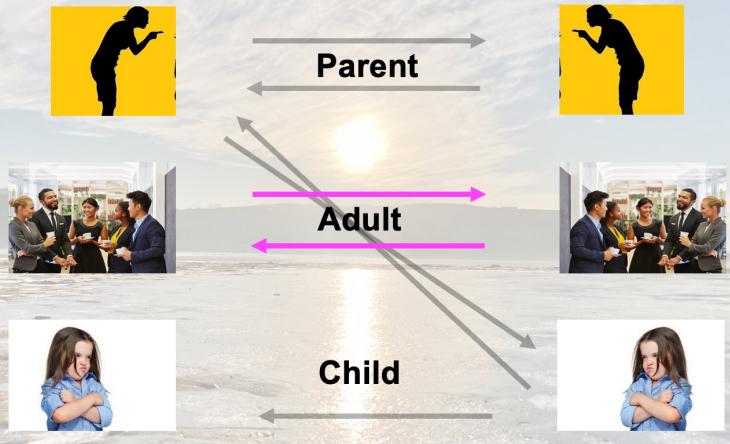


Free Child

	Positive	Negative
Controlling Parent	Firmness, control, clarity, accountability	Bossy, overbearing, disabling & disengaging
Nurturing Parent	Caring, loving, kind generous	"Rescuers need victims; disable people doing things for them
Functional Adult	Logical, rational, problem-solving, balance conflict	Boring, pedantic, limited use of feelings/values
Adapted Child	Polite, courteous, accepting, amenable	Sit quietly, can't say "no"; or aggressive, rebellious (or both)
Free Child	Friendliness, fun, creative, honest, use emotions	Immature, childish, over emotional

We can play in all the states and there are consequences of being in one state too much or too little. Our individual behaviours in each state are most likely to have been learnt from childhood, but recognising these, gives us a chance to choose the best state and behaviours.

How do we want to do things?



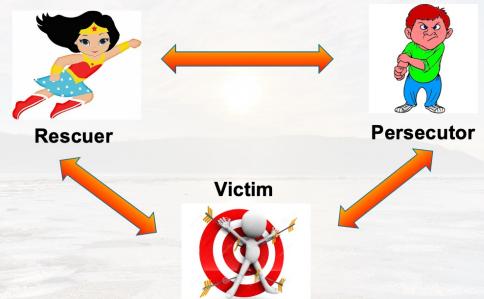
Telling someone what to do ultimately gets 2 answers back: a child-like response (compliance or resistance) or a returned parental response (I'm more right than you)...this can rapidly slip into childlike behaviours from both people.

Treating each other as adults and with equal respect releases potential and ensures that both parties are "ok"; (NB positional power is often a barrier to this)

The drama triangle plays out every day. It's really damaging as everyone ultimately becomes a victim.

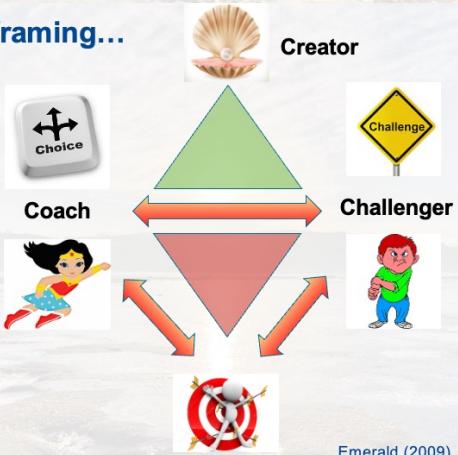
Public services tend to attract rescuers, who need victims, but we give worse services as a result.

Noticing Drama Triangles...



Karpman (1968)

Reframing...



Be it controlling or nurturing parental behaviour, we can change what we do. Ultimately, the development for many of us means trusting other people and letting go. We can still influence, but we can do it through constructive challenging and true coaching by asking questions and not rescuing someone or telling them what to do



What I thinking so far

My reflections



What am I feeling so far

My reflections



MBTI Preferences

What's my name?

What's my name?

Extraversion and **I**ntroversion

Where you prefer to get and focus your 'energy' or attention

Sensing **X** and **I****N**tuition

What kind of information you prefer to gather and trust

Thinking **X** and **F**eeling

What process you prefer to use in coming to decisions

Judging **X** and **P**erceiving

How you prefer to deal with the world around you, your 'lifestyle'

What is my preferred type? How sure am I?

My notes & reflections

ISTJ
Doing what
should be
done

ISFJ
A high sense
of duty

INFJ
An inspiration
to others

INTJ
Everything
has room for
improvement

ISTP
Ready to try
anything
once

ISFP
Sees much
but
shares little

INFP
Performing
noble service
to society

INTP
A love
of problem
solving

ESTP
The
ultimate
realists

ESFP
You only go
around once
in life

ENFP
Give life an
extra squeeze

ENTP
One exciting
challenge after
another

ESTJ
Life's
administrators

ESFJ
Hosts and
hostesses of
the world

ENFJ
Smooth talking
persuaders

ENTJ
Life's natural
leaders

My notes & reflections



The top 3 things I have learnt today

What I have found out about myself

What am I going to do as a result of today