



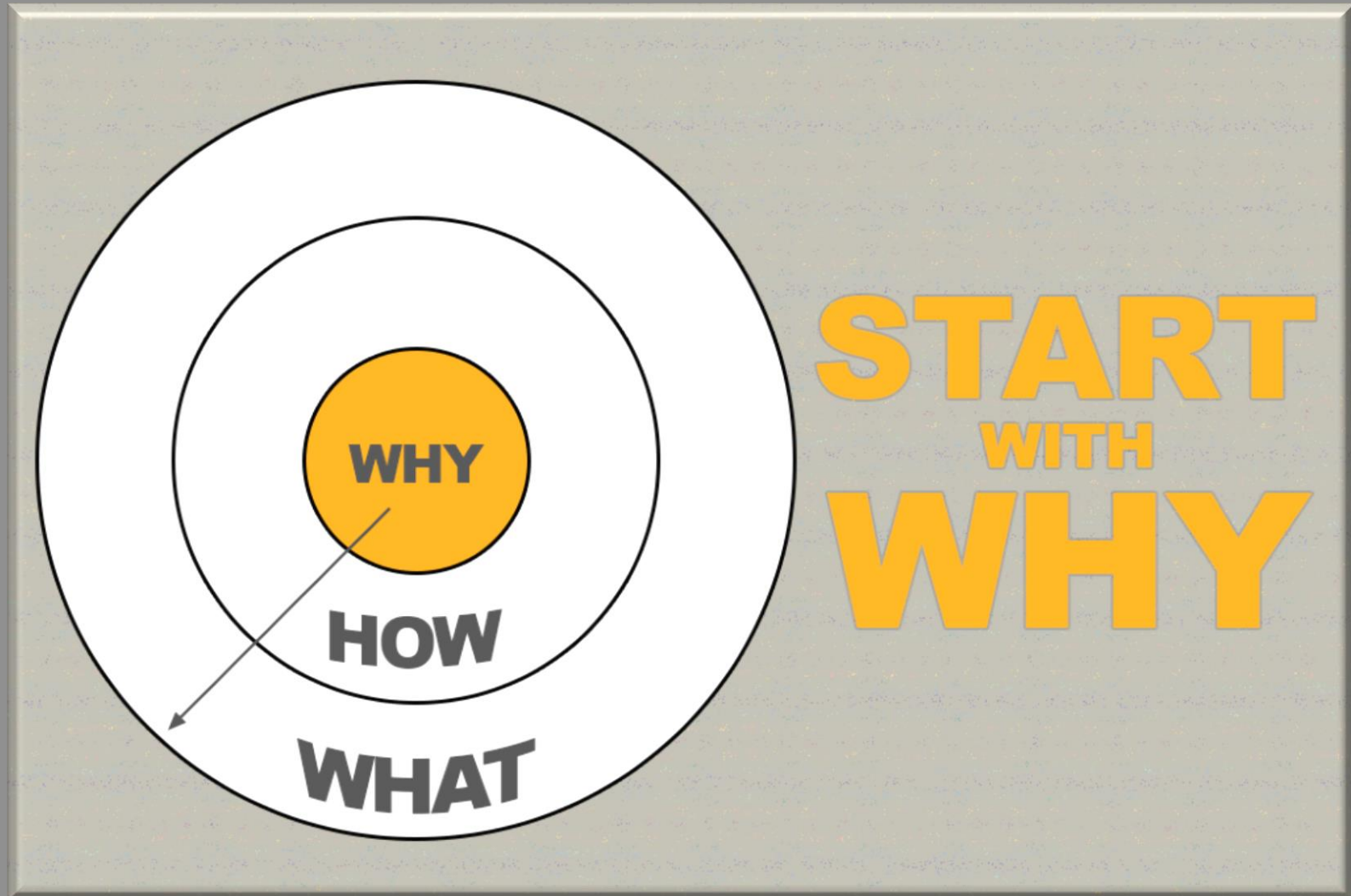
A LIFE LESS ORDINARY
Developing People

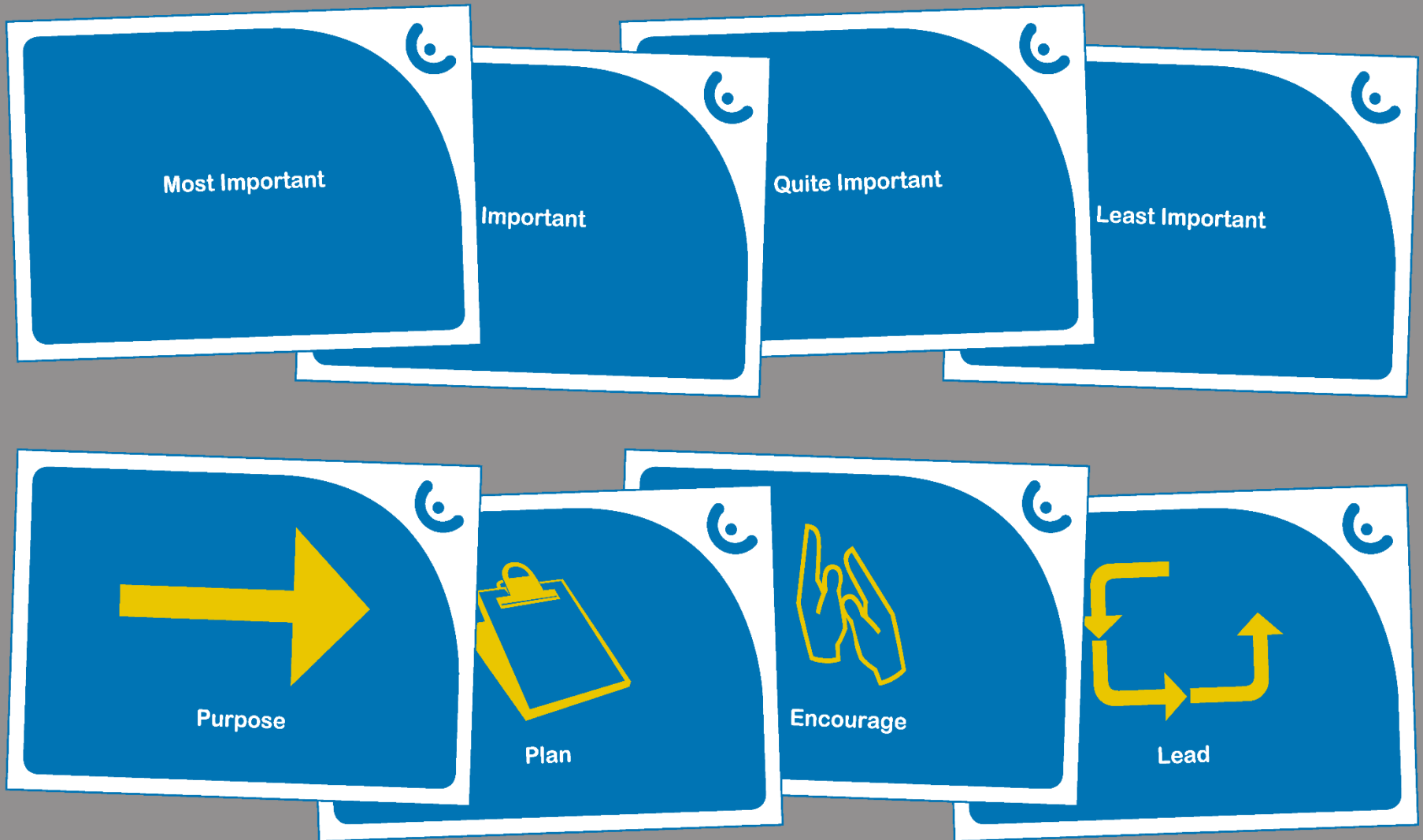
Leadership that
Gets Results

Look Inside and
Out



WHY & Key Takeaways







Create the Culture



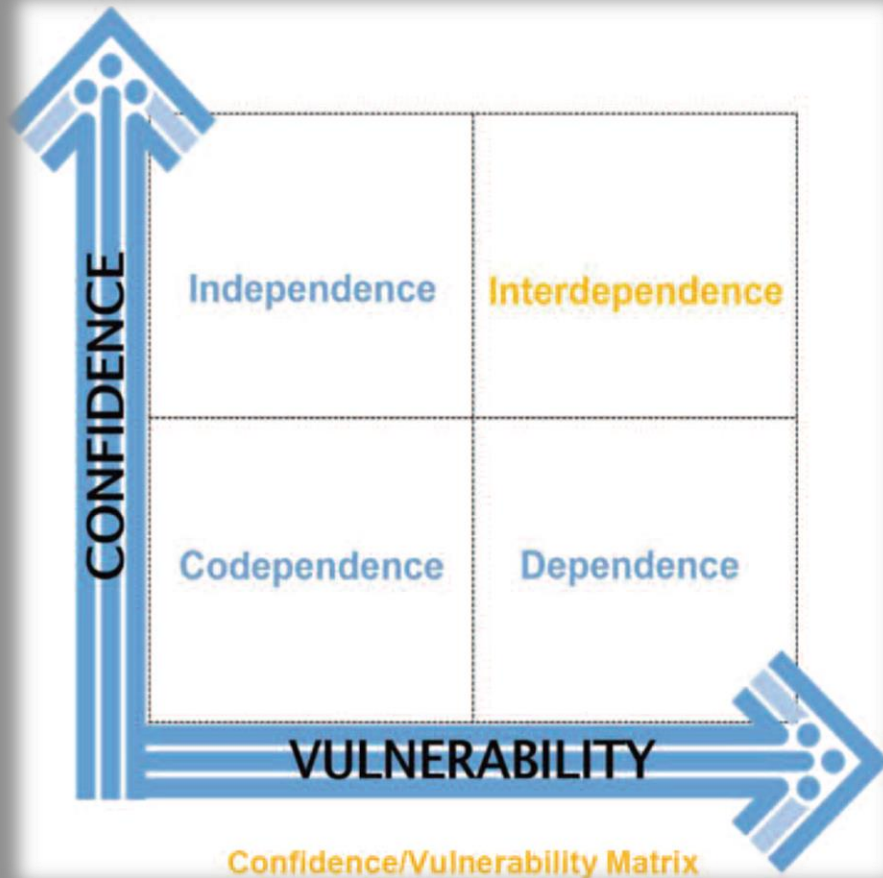
People in Boxes

<https://www.youtube.com/watch?v=jD8tjhVO1Tc>





The Secret Ingredient – Confident Vulnerability



Definition of Confident Vulnerability

To embrace the strengths, weaknesses, and needs of self and others without judgement.

Message of Confident Vulnerability

I know what I am, I know what I'm not. Both are OK.
(This message leaves me to also embrace what you are and what you are not, without judgment.)

Communication Styles

1. There are a number of commonalities in our communication which is associated with our personality.

2. Our personality is determined by 2 interacting factors.

1. The level of assertiveness you have
2. The level of expressiveness you have

3. Assertiveness is the effort an individual makes to influence or control the thoughts of others.

Expressiveness is the effort an individual makes to control their emotions when relating to others.

4. The various combinations of assertiveness and expressiveness have been combined into a 4 style model.

Most of us have a dominant communication style, others communicate using different styles in different situations.

Keep talking, really talking



Personality & Communication

HIGH ASSERTIVENESS

- Forceful, driven
- Focused, goal orientated, results driven
- Makes decisions, direct
- Quick, loud
- Visionary, innovative
- Seeks change
- Bold firm handshake

Direct

- Optimistic
- Fun & enthusiastic
- Expresses opinions & feelings
- Animated uses inflection
- Quick actions
- Seeks feedback

Spirited

HIGH EXPRESSIVE

Considerate

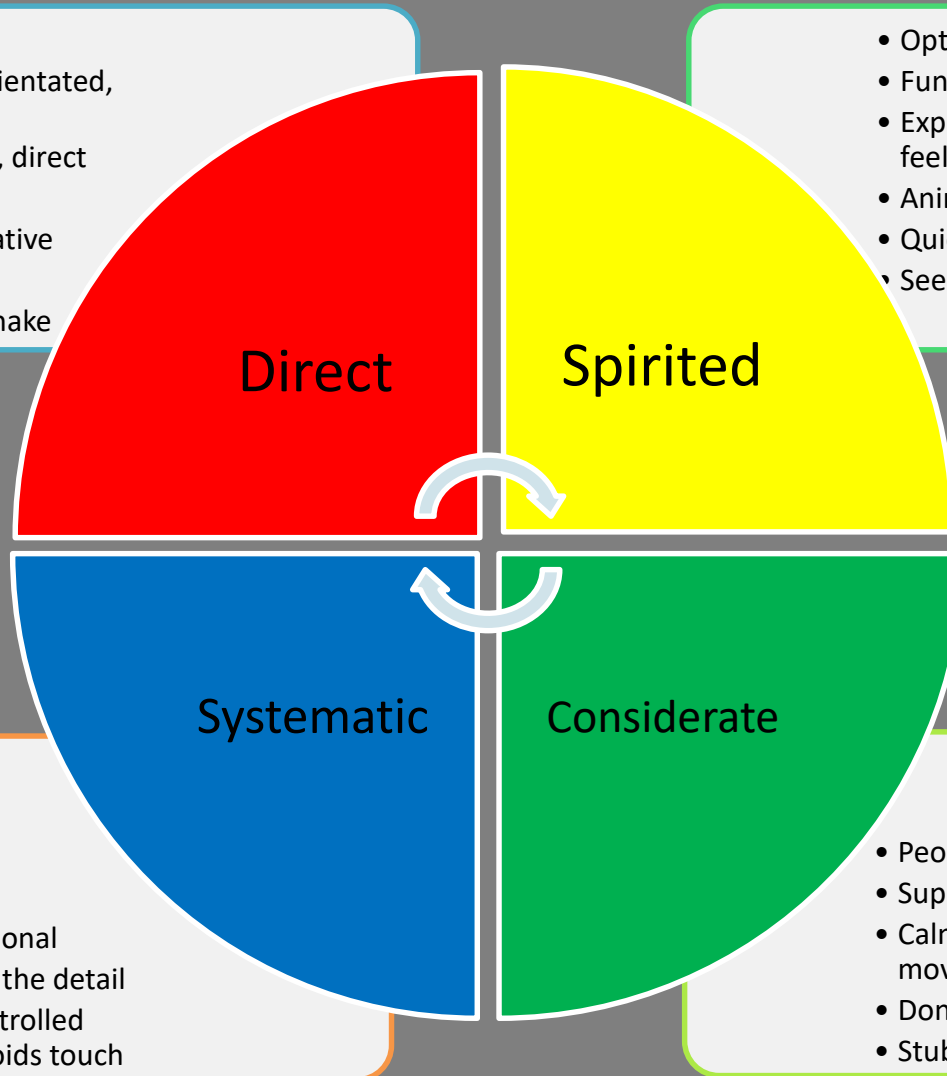
- People focused
- Supportive language
- Calm, steady, slow movement, tactile
- Don't like conflict
- Stubborn

Systematic

- Task focused
- Needs detail
- Fantastically rational
- Can get stuck in the detail
- Impersonal, controlled movements, avoids touch

LOW ASSERTIVENESS

LOW EXPRESSIVE



Six Styles of Leadership

D. Goleman (2000) Leadership That Gets Results



Commanding



**Do what I tell
you**

Visionary



**Come with
me**

Affiliative



**People come
first**

Democratic



**What do you
think?**

Pacesetting









**Do as I do
now**

Coaching



Try this

Leadership, Emotional Intelligence, Culture & Performance

Commanding	Visionary	Affiliative	Democratic	Pacesetting	Coaching
"Do what I Tell you!"	Come with me	People come first	What do you think?	Do as I do now!	Try this
Demands immediate compliance	Mobilises people toward a vision	Creates harmony and builds emotional bonds	Forges consensus through participation	Sets high standards for performance	Develops people for the future
EQ Drive to achieve, self control	EQ Self confidence, empathy, change catalyst	EQ Empathy, building relationships, communication	EQ Collaboration, team leadership, communication	EQ Conscientiousness, drive to achieve, initiative	EQ Developing others, empathy, self awareness
WHEN In a crisis, kick start, a turn around or with problem employees	WHEN When changes require a new vision, or when a clear direction is needed	WHEN To heal rifts in a team or to motivate people during stressful circumstances	WHEN To build buy in or consensus, or get input from valuable employees	WHEN To get quick results from a highly motivated and competent team	WHEN Help an employee improve performance or develop long term strengths
Negative overall impact on Culture 	Most strongly positive 	Positive 	Negative overall impact on climate 	Negative 	Positive 

The leader who
gives control
gains more
power and
influence than the
one who takes
control.

-David Marquet



Time for
Questions
?



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Developing People

“Thank you”