Climbing the Career Ladder

One conversation at a time
What are our Strengths?
What are our Weaknesses?
The Career Opportunity

• A Job Offer
• A discussion about a need
• A Promotion
• A Proposal
• Volunteerism
The Impact of Communication

<table>
<thead>
<tr>
<th>The Career Opportunity</th>
<th>Necessary Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Job Offer</td>
<td>Communicating your Qualifications</td>
</tr>
<tr>
<td>A Discussion about a need</td>
<td>Communicating your Willingness and Ability</td>
</tr>
<tr>
<td>A Promotion</td>
<td>Communicating your Availability, and Ability</td>
</tr>
<tr>
<td>A Proposal</td>
<td>Sell Sell Sell!</td>
</tr>
<tr>
<td>Volunteerism</td>
<td>Communicating your expertise</td>
</tr>
</tbody>
</table>

Prompt the Career Opportunity

Secure the Career Opportunity
The Impact of Communication

• A Job Offer (Communicating your qualifications)
• A discussion about a need (Communicating your Willingness and Ability)
• A Promotion (Communicating your availability)
• A Proposal (Sell sell sell!)
• Volunteerism (Communicating your expertise.)
Communication

“How do I Communicate?”
Communication (a definition)

Communication is defined as a process by which we assign and convey meaning in an attempt to create a shared understanding.

Good Communication

Bad Communication
Fundamentals

- The ability to ask, or be asked "what do you mean?" without repercussion
- Non-conflicting values
- Common language
- Trust

- Faith that the individual you are speaking with is sincere
- A fundamental belief in similar mores.
Lets Communicate
Ground Rules

• be honest with yourself
• vegas rules
• understand that this is for you
Now lets answer some questions
## Question blocks

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Mostly ✓</th>
<th>Seldom ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Do others think you move your body when you communicate?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Do others consider you elegant?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Do others think you have an expressive face?</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Do others think your voice is animated?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Do others think you are always late?</td>
<td></td>
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<tr>
<td>6</td>
<td>Do others think you are social?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Do others see you as someone who enjoys good fun?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Do others think you make decisions based on your Gut?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Do others think you tell a lot of stories?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Mostly ✓</th>
<th>Seldom ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Do others think you speak loudly?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Do others think you speak fast and go off on tangents?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Do others think you seem outgoing?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Do others think you tend to sit up straight when talking?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Do others think you opinionate?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Do others think you make decisions easily?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Do others think you are risky?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Do others think you are not shy?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Do others think you always make eye contact?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTALS
Calculate

• total the mostlies, and the seldoms
• subtract the seldoms from the mostlies
• remember the number

X Questions:   X Mostlies   -   X Seldoms   =   X

Y Questions:   Y Mostlies   -   Y Seldoms   =   Y
Now graph your answer
A Story
Some Revelations
Utilize Communication Styles

• *know your communication style*

• *determine* the *communication style* of the individual you are speaking with.

• *align* your *communication style* to their communication style
The Communication Styles

- "E" Factor
- "T" Factor

deer - Emotive
wolf + Directing

turtle - "E" Factor
lion + "T" Factor

Stoic - Questioning
Conflicts

- wolf
- deer
- turtle
- lion

emotive

“T” Factor

“E” Factor

questioning

directing

severe

stoic

moderate
What is the condition of the glass?

deer
whatever you think it is.

wolf
half full

in order to accurately answer this question, we would have to measure the content in the glass; it looks misleading.

turtle
can we get to the point?

lion
Dealing with issues prior to conflicting

<table>
<thead>
<tr>
<th>an argument</th>
<th>wolf</th>
<th>deer</th>
<th>lion</th>
<th>turtle</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>initial conflict</strong></td>
<td>fight</td>
<td>give in</td>
<td>order</td>
<td>ignore</td>
</tr>
<tr>
<td><strong>escalating</strong></td>
<td>give in</td>
<td>fight</td>
<td>ignore</td>
<td>order</td>
</tr>
<tr>
<td>(No immediate resolution)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>sustained</strong></td>
<td>order</td>
<td>ignore</td>
<td>fight</td>
<td>give in</td>
</tr>
<tr>
<td>(No midterm resolution)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>re-dux</strong></td>
<td>ignore</td>
<td>order</td>
<td>give in</td>
<td>fight</td>
</tr>
<tr>
<td>(A long standing conflict)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**resulting conflict attitudes**

- **fight**
  - the party is argumentative, and unwilling to reason

- **give in**
  - the party has surrendered, not caring if the other party persists in their argument

- **order**
  - the party becomes authoritative, dictating the resolution of the argument

- **ignore**
  - the party is oblivious to the argument, and continues with their own actions regardless
Recognizing Styles
Bobby

- She’s a senior manager.
- Calls a meeting at 8:00am, and starts it at 7:45am.
- Comes late to your meeting, and you have to restart to get her cooperation.
- Gets right to the point.
- Never appreciates the details.
- Makes studied decisions.
Bob

• Run’s a laboratory.
• Delves into every detail.
• Meetings rarely finish on time.
• Decisions may not be final.
• Asks lots of questions.
• Always reviewing the history of a situation.
Bobbette

• Is extremely friendly.
• HR Generalist.
• Volunteers for a children’s counseling group.
• Is very sweet.
• Is never involved in a conflict.
• Never raises her voice.
• Never opines on anything.
Rob

- Independent contributor
- Highly social.
- Looks at the big picture.
- Is usually the loudest person in the room.
- Very energetic individual.
- Quick decision maker.
Aligning to other styles
Let's Summarize

• we communicate to help prevent and resolve obstacles to a project’s success

• communication may cause us to stress, especially when ever we have to align our styles to others

• you must practice this
What do you need to do!? 

**Open Communications** (Who are you communicating with?)

**Positively Motivate** (Ask your team how?)

**Encourage Accountability** (Do you have an actionable Plan B?)
Fun!!

SUPPORTING SLIDES
Aligning to Wolves

• look them in the eye
• talk about experiences, opinions and people
• they don’t mind a little arguing, just not for long
• they don’t mind sharing visions, and dreams
• they like knowing the *Big Picture*
• they don’t mind a little competition
• they like to enjoy their work
• a *Hand-Shake’s* as good as a written contract
Aligning to Lions

- they honor time and hate being held up
- get down to business fast; be conscious of the time
- be exact, detailed, not wordy, don’t over-explain
- be results oriented, don’t stray into the *how* as much as the *outcome*
- rely on facts to make your case
- talk to logic, and be quick about it
- when you leave, don’t make it a long goodbye
- they like eye contact
- be energetic just don’t be too flashy
- let the lion decide…give him the options
Aligning to Deer

- relax, slow down, get comfortable
- no extreme gestures, take it easy; be gentle
- get close, get personal, but most of all… be real
- ask for their thoughts
- respond to their ideas, but do not opinionate
- be patient, make certain they express their doubts
- ok to initiate the agreements, but make sure they are mutual; negotiate the plans
- guarantee the risk personally, but don’t exaggerate and don’t fail them
- continue the contact…stay in touch
Aligning to Turtles

• don’t be late
• no loud voices, hand gestures, or quick expressive movement
• be formal (In dress, and speech)
• be ready, to the point, data oriented
• talk about the pro’s and cons of every alternative
• talk about your choice and why it’s the best alternative
• let them go at their pace
• if they are taking too long, encourage them to decide…but don’t make the decision for them
• its ok to negotiate the time due
• its ok to follow-up your agreement with a note
# A Reminder

<table>
<thead>
<tr>
<th>style</th>
<th>the word</th>
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</thead>
<tbody>
<tr>
<td>wolf</td>
<td>restrain</td>
</tr>
<tr>
<td>deer</td>
<td>reach</td>
</tr>
<tr>
<td>lion</td>
<td>listen</td>
</tr>
<tr>
<td>turtle</td>
<td>decide</td>
</tr>
</tbody>
</table>
Our point of reference

deer

relations

turtle

thought

wolf

gut feel

lion

the point.
Our responses to events

deer

- casual

turtle

- measured

wolf

- prompt

lion

- speedy
What we focus on most

deer

favorable response

turtle

coherent view

lion

power

wolf

inclusion
What we focus on least

deer

being radical

wolf

monotony

turtle

manners

lion

people
Our perspectives

deer

present-day

turtle

the past

wolf

time-to-come

the now

lion
How we do things

deer

in a consoling manner

turtle

on the safe side

wolf

spontaneously

in a beeline

lion
We don’t

deer

originate

go public

turtle

scrutinize

keep our ear’s open

wolf

keep our ear’s open

lion

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At our best

<table>
<thead>
<tr>
<th>wolf</th>
<th>deer</th>
<th>lion</th>
<th>turtle</th>
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</thead>
<tbody>
<tr>
<td>amiable</td>
<td>consoling</td>
<td>decisive</td>
<td>diligent</td>
</tr>
<tr>
<td>galvanizing</td>
<td>reverent</td>
<td>exacting</td>
<td>persevering</td>
</tr>
<tr>
<td>gung-ho</td>
<td>ready</td>
<td>complete</td>
<td>grave</td>
</tr>
<tr>
<td>theatric</td>
<td>trustworthy</td>
<td>resolute</td>
<td>attentive</td>
</tr>
<tr>
<td>sociable</td>
<td>congenial</td>
<td>capable</td>
<td>methodical</td>
</tr>
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</table>
At our worst

<table>
<thead>
<tr>
<th>wolf</th>
<th>deer</th>
<th>lion</th>
<th>turtle</th>
</tr>
</thead>
<tbody>
<tr>
<td>a <em>user</em></td>
<td>compliant</td>
<td>brash</td>
<td>opinionated</td>
</tr>
<tr>
<td>combustible</td>
<td>withdrawing</td>
<td>stern</td>
<td>unclear</td>
</tr>
<tr>
<td>wild</td>
<td>malleable</td>
<td>stubborn</td>
<td>snobbish</td>
</tr>
<tr>
<td>reacting</td>
<td>reliant</td>
<td>imperial</td>
<td>perfectionist</td>
</tr>
<tr>
<td>self-hype</td>
<td>discomfited</td>
<td>uncouth</td>
<td>righteous</td>
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</table>

## Non-verbal clues

<table>
<thead>
<tr>
<th>clue</th>
<th>wolf</th>
<th>deer</th>
<th>lion</th>
<th>turtle</th>
</tr>
</thead>
<tbody>
<tr>
<td>dress</td>
<td>style, colors</td>
<td>casual, tasteful</td>
<td>simple, purposeful</td>
<td>conservative</td>
</tr>
<tr>
<td>decor</td>
<td>sloppy, distinctive</td>
<td>comfortable, cozy</td>
<td>spartan</td>
<td>formal, tasteful</td>
</tr>
<tr>
<td>voice</td>
<td>loudest</td>
<td>gentle</td>
<td>command</td>
<td>quiet</td>
</tr>
<tr>
<td>actions</td>
<td>active</td>
<td>flowing</td>
<td>purposed</td>
<td>none</td>
</tr>
<tr>
<td>facial</td>
<td>emotion</td>
<td>smiling</td>
<td>glint</td>
<td>studious</td>
</tr>
<tr>
<td>stressed</td>
<td>angry</td>
<td>blaming</td>
<td>action</td>
<td>panicked</td>
</tr>
</tbody>
</table>
## A reminder

<table>
<thead>
<tr>
<th>style</th>
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<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>wolf</td>
<td>restrain</td>
<td>Your quick, impulsive decisions, and actions, often based on hunches, may stress your co-workers who are less risk-oriented and/or more fact-oriented than you. Your high energy, verbal fluency and loud voice may intimidate others. When you align, be sure to <strong>RESTRRAIN</strong> your impulsiveness. Check the facts before making decisions. Also <strong>RESTRAIN</strong> your talkativeness; when others start to speak don’t raise your voice and talk over them. Listen more. <strong>RESTRAIN</strong> your tendency to be center stage. Share the limelight with others.</td>
</tr>
<tr>
<td>deer</td>
<td>reach</td>
<td>Your slower-paced, people-oriented, cooperative, low-risk approach may stress your co-workers who are faster-paced and who demonstrate more of a goal orientation. When you align, be sure to stretch. Demonstrate self-determination. Set and achieve attainable “<strong>REACHing</strong>” goals. Don’t dodge issues – let others know where you stand. Challenge others to do their best.</td>
</tr>
<tr>
<td>lion</td>
<td>listen</td>
<td>Your fast-paced, tell-oriented, goal-oriented approach often causes stress in people you work with. When you <strong>Channel</strong>, make a determined effort to listen to other. Try to clearly understand their ideas, suggestions, and requests. Equally important, <strong>LISTEN</strong> until you understand the nature and strength of their feelings, the values and frame of reference that make their ideas worthwhile in their eyes.</td>
</tr>
<tr>
<td>turtle</td>
<td>decide</td>
<td>Your slow, systematic, fact-gathering, careful, weighing of alternatives and cautious decision making often trigger stress in your co-workers. When you align make a determined effort to decide. This means that in discussing decisions phase to declare – take a stand even if all the facts aren’t in. Then, don’t let your fact gathering and careful weighing of alternatives be a bottleneck to the progress of others – <strong>DECIDE</strong>. Once you have made your decision, act on it with reasonable haste.</td>
</tr>
</tbody>
</table>