

What Now?

Focus on Future Success

BARBARA KAY COACHING



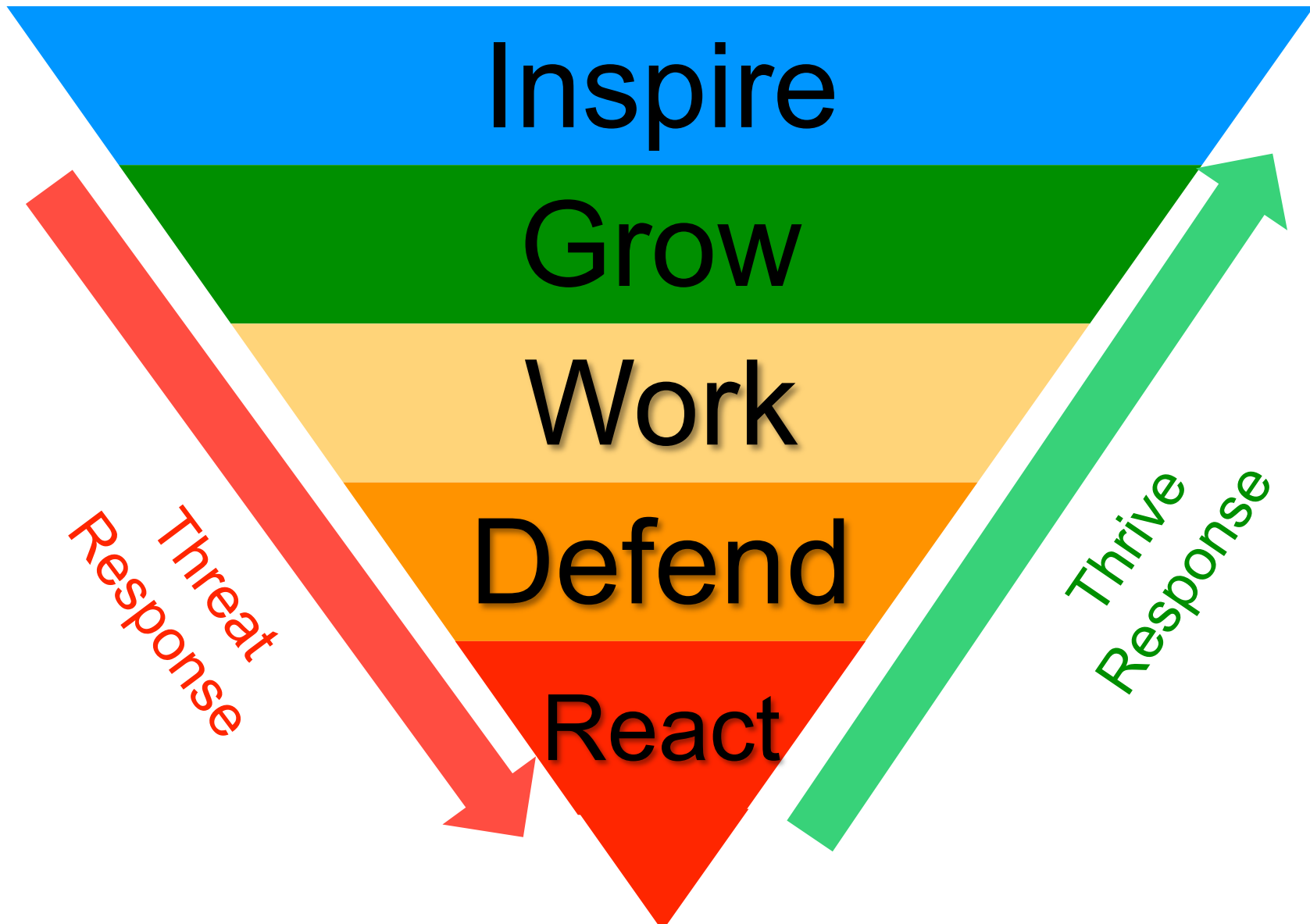
What Now?

How to Focus on the Future Success:

1. Understand Human Psychology
2. Human “Myopicitis”
3. Swiss Army Knife of Resilience
4. Tips for You & Clients



Human Psychology



Human “Myiopicitis”



Lucy
the
Blamer



Charlie Brown
the
Victim

4 Poisonous Perspectives

1. **Pervasive** Everywhere
2. **Personal** All Me
3. **Permanent** Forever
4. **Powerless** Nothing to Do



Human “Myiopicitis”

Irrationally Driven by Pain Avoidance

We Irrationally Fear
if it is:

- ✓ Vividly Traumatic
- ✓ Repeated Often
- ✓ Personally Relevant
- ✓ Strongly Emotional

Even when FALSE

Irrationally Attracted by Appeal

We’re Irrationally Attracted
if it is:

- ✓ Easy to Understand
- ✓ Appealing
- ✓ Good Story
- ✓ Initial Success

Even when FALSE

Irrationally Accept as True

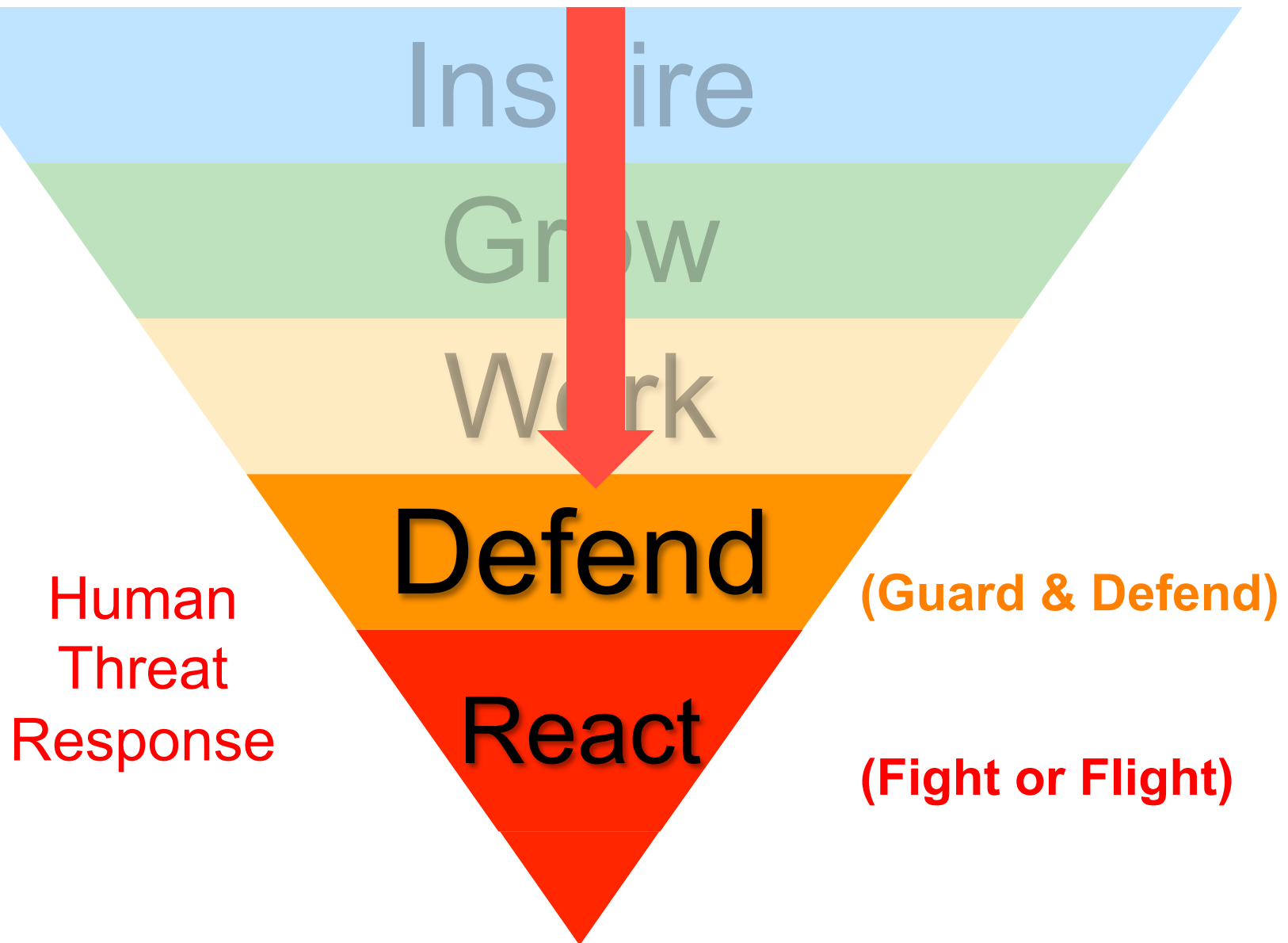
Believe True if:

- ✓ Repeated
- ✓ Recent
- ✓ Others Believe
- ✓ True Before
- ✓ Pleasure Now

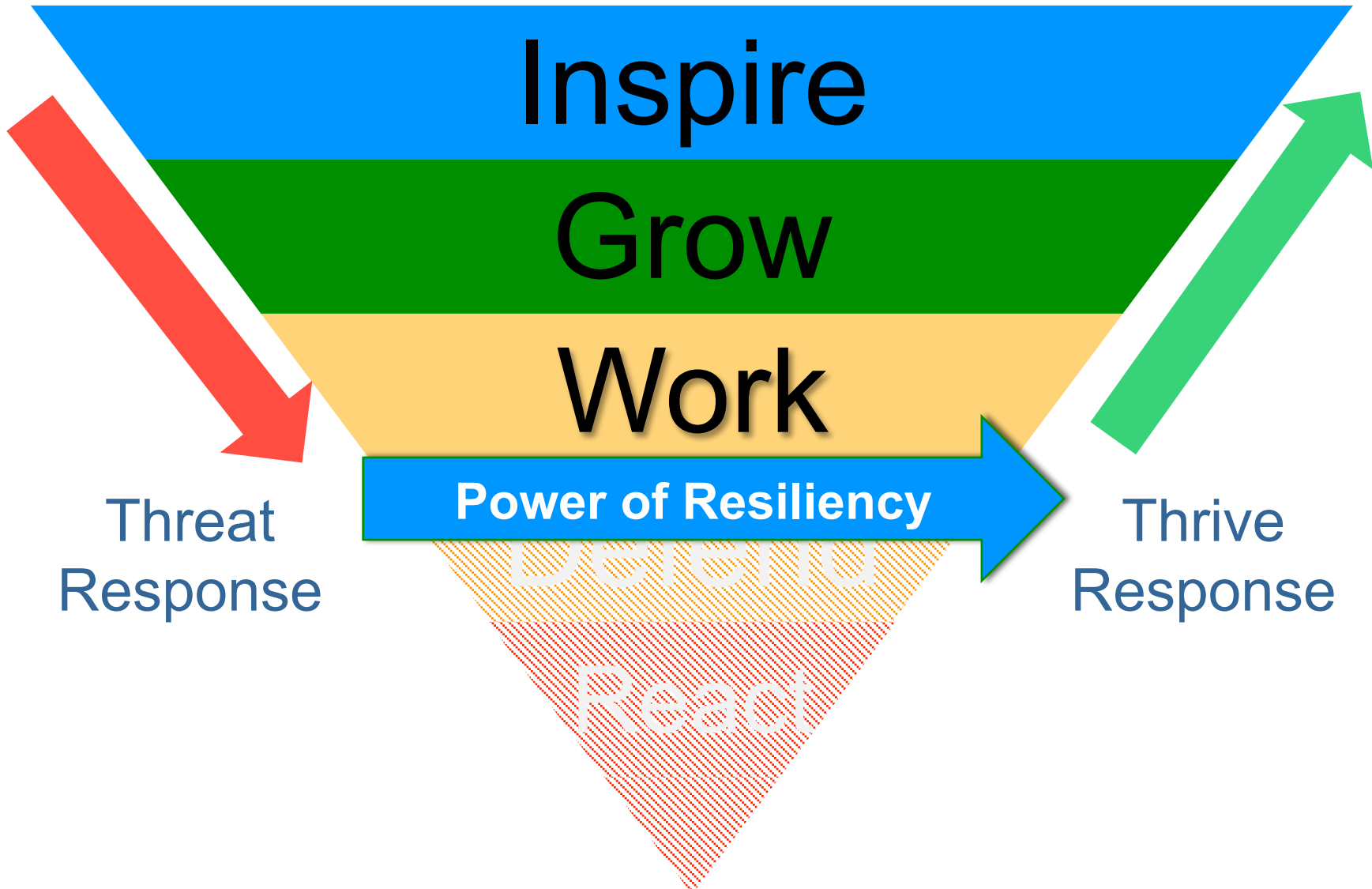
Even when FALSE



Threat Response



Success = Resilience



Swiss Army Knife of Resilience

1: Raise Reason & Gain Perspective

1. Vent *Away* Feelings
2. Go Up 10,000 Feet: Review the BIG Picture
3. Focus on what's 100% true for you



Swiss Army Knife of Resilience

2: List Strengths & Resources

1. “I AM” – *Qualities, Characteristics, Strengths*
2. “I CAN” – *Skills, Talents, Expertise*
3. “I HAVE” – *Resources: People & Things*



Swiss Army Knife of Resilience

3: Gain Control

- List items based on your ability to control.
- Focus on the 100% Control column
- Make a “Don’t Do” list for items in columns 1 & 2
- Make a “To Do” list for column 3 items
- Look at **100% Control** items daily

1. **No Control**

2. **Some Influence**

3. **100% Control**



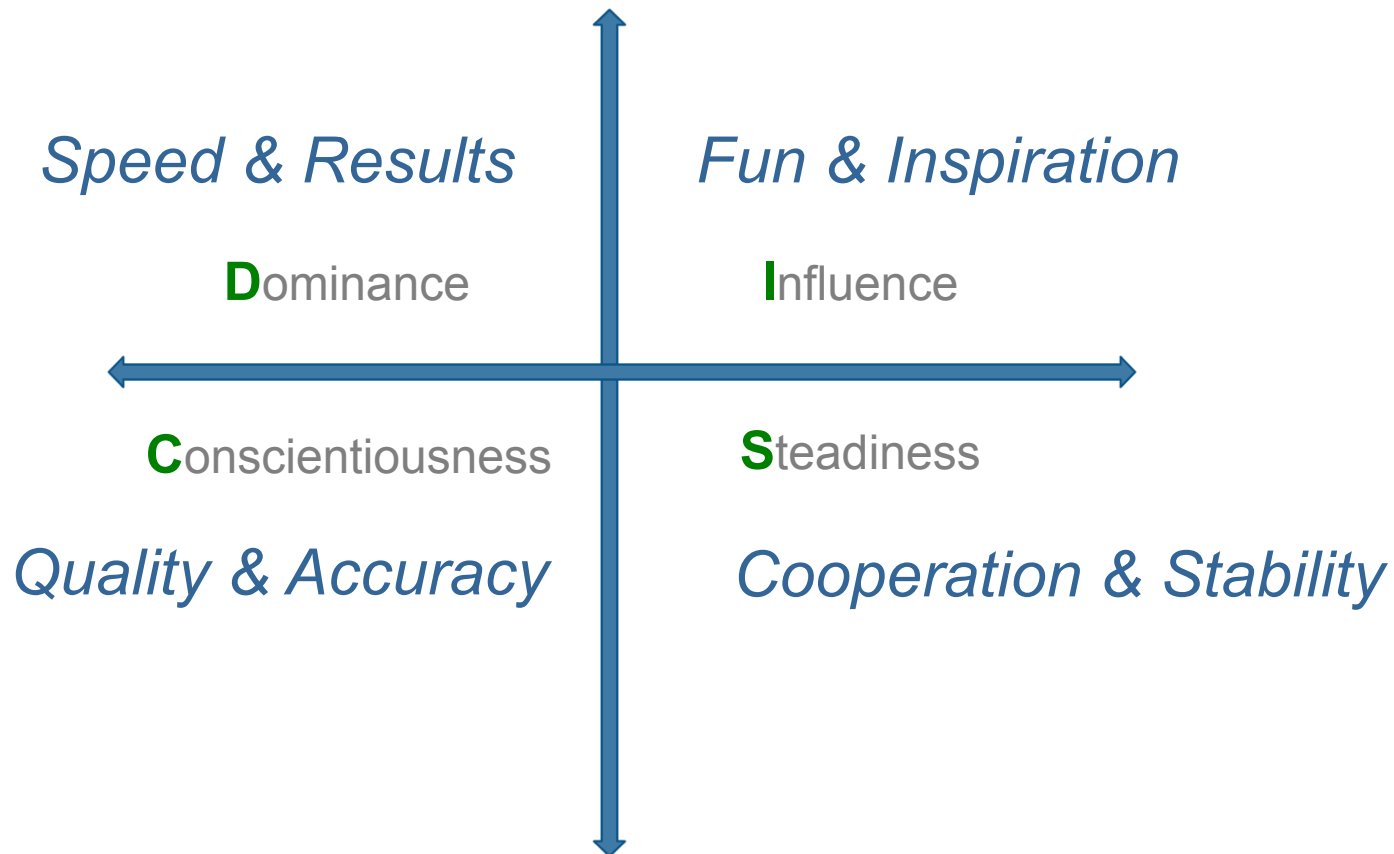
Swiss Army Knife of Resilience

4: Make a Swiss Army Knife Plan

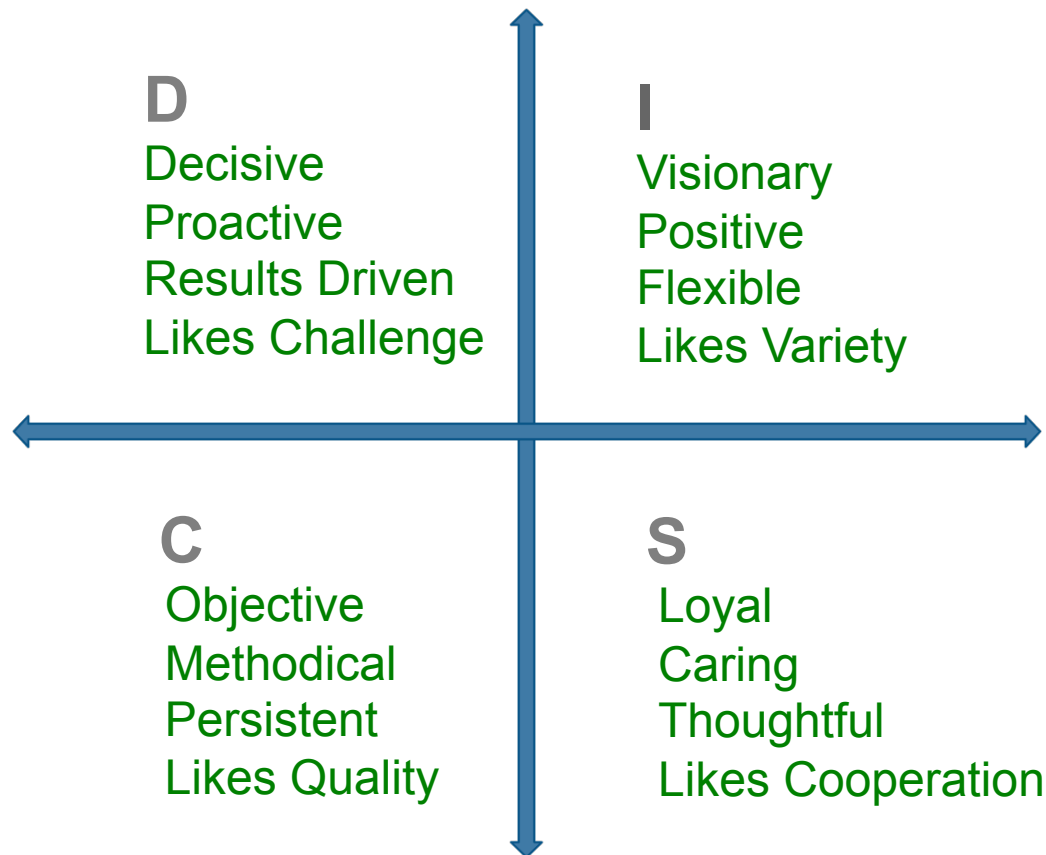
1. Brainstorm actions that are *universally successful*
2. Prioritize by level of *versatility*
3. Select a “short list” to focus on
4. Make a focus “mantra”
5. Get support/accountability

Practical Tips for You & Clients

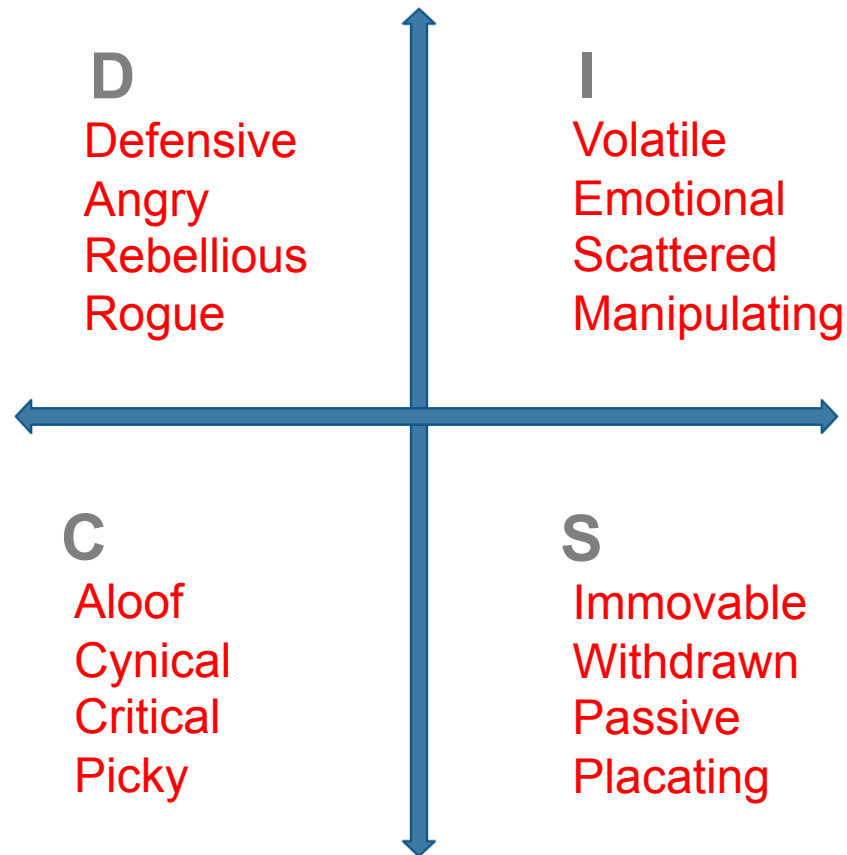
Remember the Styles



Activate Style Strengths



Watch for Style Reactions



Practical Tips for You & Clients

Communication Tips

Reflective Listening

Lack of Reflective Listening is a primary reason people repeat, escalate, get frustrated, argue. Reflective Listening is the key tool for acknowledging the speaker.

Get the “but” Out!

Eliminate “but” from your vocabulary, “but” eliminates half of what you said (usually the most important half). *“I’m sorry I got upset, **but** you were really late”.*

One @ 100%

Find at least one thing you can agree with AND agree 100%. **Only after agreeing**, add your perspective. If you don’t agree with the facts, acknowledge the concern, i.e. *“I can tell you are really upset about this. I **completely understand** your concern. Let’s see what we can do about this”*

Broken Records Work

Respectively stay on point by *politely* repeating your perspective or request.

Deal with the Elephant: Meta-Communicate

Meta-communicate by *respectfully* addressing the unspoken.

i.e. *“We seem to be going in circles. Let’s take a step back and re-focus on our core priority today”*

Practical Tips for You & Clients

Communication Traps

1. Whining

Venting is normal and needed. Whining is unrelenting venting that has no productive purpose. It increases helplessness and is toxic to you & others.

2. Forgetting to Acknowledge

People cannot move past their feelings or perspective, until their view is openly acknowledged. If someone is repeating or escalating, likely the person did not feel acknowledged. Remember, acknowledging ≠ agreeing.

3. Not Communicating Frequently

Lack of information increases anxiety *and* in an information vacuum humans are wired to assume the worst. *Any* information is better than no information.

4. Getting Stuck on Particulars

People may get stuck on particulars or make demands that disguise a hidden concern. Don't get stuck on particulars. Instead ask questions to uncover the core concern. i.e. *"What is most important for you?"*

Build Team Resilience

Team Disciplines for Success

1. Acknowledge Challenges
2. Connect Tasks to Purpose
3. Focus on Problem Solving
4. Balance Support & Accountability
5. Model & Lead a Thrive Culture
6. Celebrate Progress & *Every* Success

Bonus Tips & Tools

Free Tools & Tips:

- 1 on 1 Consultation
- Assessment Samples & Consultation
- Articles & Books
- Worksheets & Tips Sheets

Free Tools, Tips, Worksheets, Consultation

Assessments

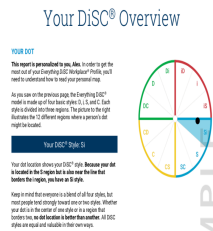
- Individual
- Team
- Leaders
- Specialized: EQ, Leadership, 360, Sales, Conflict, Hiring
- *Wiley, TTI, Hogan, Caliper, Lencioni, 16PF, PSI, etc....*

 **Contact Me**

Assessment Samples

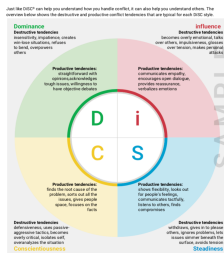
DISC Tools

Your DISC

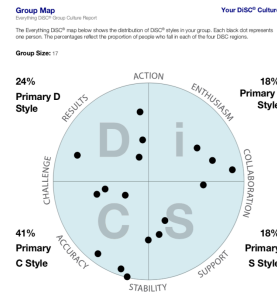


EQ, Conflict & More...

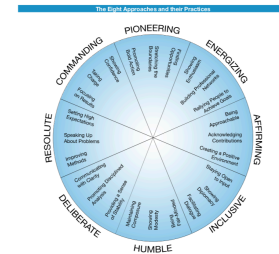
Overview of DISC® in Conflict



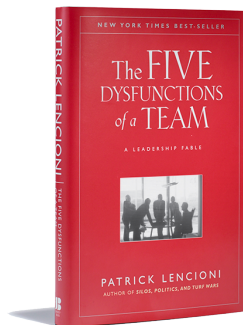
Team DISC's



360



5 Behav's Of Team Tools



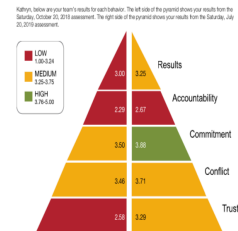
Team Results

The Five Behaviors and Your Team



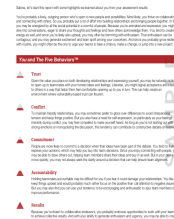
FREE Updates

The Five Behaviors and Your Team



Individual Results

It all starts with you

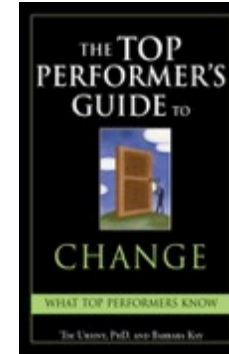


Contact Me



Barbara Kay Coaching

Productivity
Teams
Clients
Change
Leadership



Professionally trained in Clinical Psychology and Coaching, publications include journal articles and two books, *The Top Performer's Guide to Change* and *The \$14 Trillion Woman: Your Essential Guide to Engaging the Female Client*. Barbara works with:

Individuals
Leaders
Teams
Organizations
Industry Partners

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