

Welcome to Communicating for Best Results

Why is communication so important?

It defines your brand.

It builds trust.

It generates results.

FOCUS ON BEST RESULTS





Awareness of self and others

**What is the same factor
in every one of
your communications?**

YOU



ME ME MEEEE



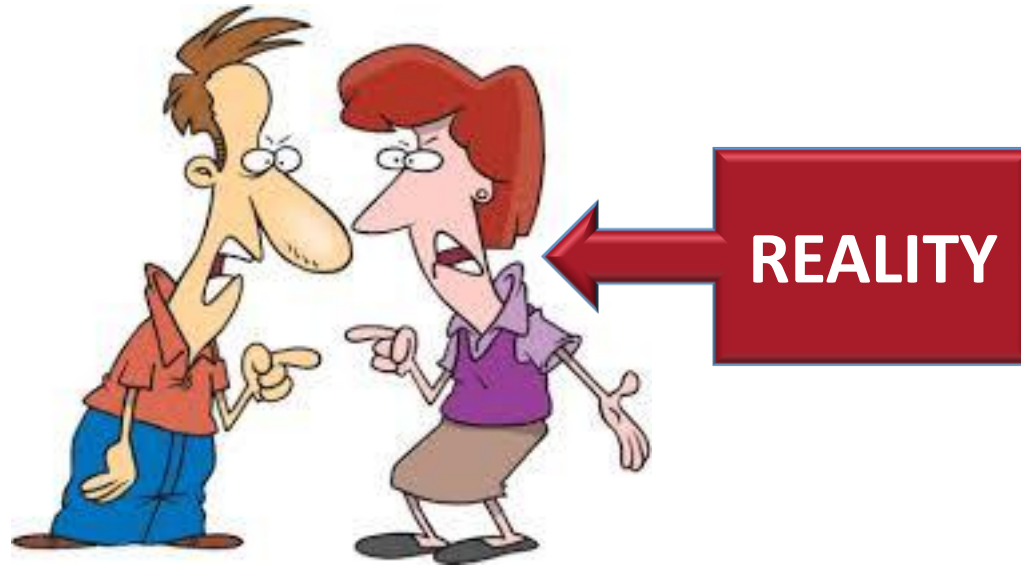
NO IT IS I-I-I-I-I

Let Go of Your EGO

Does this need to be said?

Does this need to be said by me?

Does this need to be said by me, now?



STOP ARGUING WITH REALITY

What is Emotional Intelligence or EQ/EI?

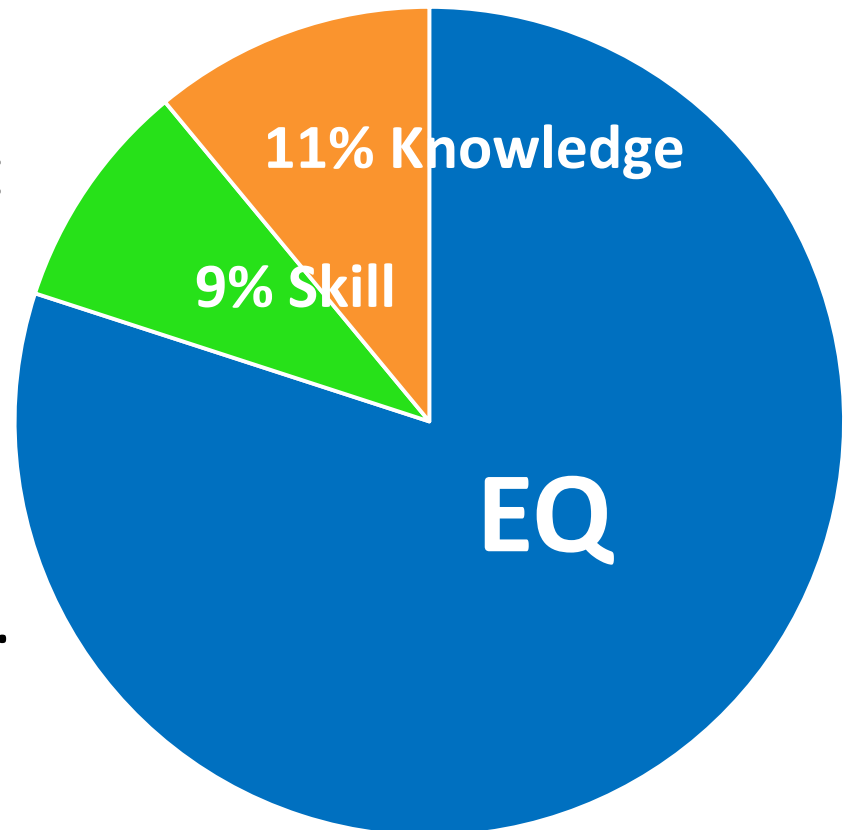
“The subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions”.



In philosophy, emotional intelligence is referred to as WISDOM.

The Impact of EQ on Performance

Research has shown that 80 % of the essential competencies required for success in the workplace is comprised of emotional intelligence.





Low EQ Lenore

HER WALK

- Gets angry and does things she regrets
- Is NOT accountable
- Whines and complains
- Thinks others should cater to her style
- Blames other people/things
- Acts like a victim
- Is totally oblivious to all of the above

HER TALK

- “Fine, don’t bother!”
- “I can’t”
- “It’s not my fault.”
- “I have to..”
- “We have no other choice.”
- “They won’t let me.”
- “They should have....”
- “There’s nothing I can do.”
- “Why does this keep happening to me?”

Partnership: "I really want to work on this with you."
"I bet we can figure this out together."

Empathy: "I can feel your enthusiasm." "I can hear your concern."

Acknowledgement: "You clearly put a lot of work into this."
"You invested in this, and it shows."

Respect: "I've always appreciated your creativity."
"There's no doubt you know a lot about this."

Legitimation: "This would be hard for anyone."
"Who wouldn't be worried about something like this?"

Support: "I'd like to help you with this." "I want to see you succeed."





Who is your audience?



Watch out.
I've got a
high EQ.

Generation Appreciation

Traditionalists: born before 1945

Preferred communication method: Face to face

- Fantastic work ethic
- Follows instructions
- Detail-oriented
- Respect for authority
- Are great investigators
- Adapt to technology

Baby Boomers: born 1946-1964

Preferred communication method: Phone call

- Offer up ideas
- Tend to lead instead of follow
- Are often in executive or management roles
- Want to make a difference
- Understand technology

Gen Xers: born 1965-1982

Preferred communication method: Cell phone, email

- Enjoy individuality
- Multi-taskers
- Work-life balance important
- Prefer short direct communication
- Like direction not micro-management
- Very comfortable with technology

Millennials: born 1983-2000

Preferred communication method: Cell phone, social media

Not jazzed with menial tasks

Flexibility is important

Want to be rewarded for creativity

Need freedom to be themselves

Prefer short visuals to reading full documents

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”

Tony Robbins

Personality

About the DOPE Personality Test

This test was created by Richard Stephenson. A study of over 17 000 assessments show the following results:



Dove 24.35%



Owl 23.94%

Peacock 22.56%



Eagle 29.15%



DOPE Profiles

DOVE “The Harmony Seeker”

- Supportive, dependable, agreeable
- Can see the big picture
- Rather ask than tell
- Indirect communication style-slow pace in conversations-plays it safe
- Can be too dependent on others
- Not usually goal-oriented and avoids responsibility

OWL “The Detail Seeker”

Faithful-devoted

Logical/methodical and task-oriented, not big risk takers

Rather ask than tell

Slower conversation pace -play it safe and ask permission

Can be overly critical and generally indecisive, sometimes stuffy

Can be slow to make decisions and inflexible

PEACOCK “The Excitement Seeker”

- Enthusiastic, spontaneous, ambitious, friendly
- Appealing personality, sincere, inspire others to participate
- Rather tell than ask
- Relationship oriented
- Can be egotistical
- Likes centre stage and may have selective hearing

EAGLE : “The Results Seeker”

- Dominant, stimulated by challenge, good in emergencies
- Decisive and efficient
- Enjoy controversy and arguing
- Born leader-independent
- Can be pushy and harsh, know-it-all
- Can be impatient and quick tempered



MAC AND CHEESE

YIELD:	<i>five servings (800 g/5 cups)</i>
TIME ESTIMATE:	<i>30 minutes overall</i>
STORAGE NOTES:	<i>serve pasta immediately; cheese sauce keeps for 1 week when refrigerated or up to 2 months when frozen</i>
LEVEL OF DIFFICULTY:	<i>moderate</i>
SPECIAL REQUIREMENTS:	<i>sodium citrate</i>

This recipe has been one of the most popular in *Modernist Cuisine* since that book appeared. Use it as a template to create your own version of a refined mac and cheese. There are so many potentially great cheese mixes and accompaniments that it was hard to pick just the six that we have space for here.

Elbow macaroni is the classic pasta for mac and cheese, but any kind of pasta works. Those varieties having a rough surface hold the sauce better. Although cheese lovers might be tempted to boost the sauce-to-pasta ratio, keep in mind that the sauce is very rich. A little goes a long way.

INGREDIENT	WEIGHT	VOLUME	SCALING	PROCEDURE
Water or milk	265 g	265 mL/1 $\frac{1}{4}$ cups	93%	① Combine in a pot, whisk to dissolve, and bring to a simmer over medium heat.
Sodium citrate	11 g		4%	
White cheddar cheese, finely grated	285 g	4 cups	100%	② Add into the simmering liquid gradually, blending each addition with an immersion blender until melted and completely smooth.
Water	as needed for cooking the pasta			③ Bring a large pot of water to a boil.
Dry macaroni	240 g	2 cups	84%	④ Boil until al dente according to the package directions, 5-6 minutes. ⑤ Drain. Do not rinse the pasta.
				⑥ Stir in the warm cheese sauce, and fold in any accompaniments you wish to add (see the variations below).
Salt	to taste			⑦ Season the mac and cheese, and serve it immediately.

4 On the Floor

Is my ego in check?

Am I managing my emotions?

**Am I aware of others'
emotions?**

Who am I communicating with?