Mastery and the Communicator’s Mind

“…keep your head when all about you are loosing theirs and blaming it on you…” from “If” by Kipling
Why do teams fail?
Source: CCL, 9/2003 survey of almost 300 execs

- Lack of a clear vision or goal: 47%
- Communication failures: 46%
- Hidden agendas: 35%
- Lack of organizational support: 28%
- Lack of structure: 23%
- Lack of skills/experience needed to work as a team: 19%
- Leaders who reject the input of team members: 19%
- Too many ‘yes people’ on the team: 16%
- Leaders who want to do everything: 16%
- Apathy: 15%
- Inability to learn from mistakes and successes: 14%
- No clear authority: 14%
- Leader hoarding authority: 9%
- Other: 8%
- Rewards based solely on individual performance: 6%
The Challenges

- How to be candid without being undiplomatic
- How to deliver bad news
- How to say important things in a limited time
- How to talk to the plus-x bosses
- How to communicate with peers with bizarre different personalities
- How to tell people their product sucks
The Answers

• The seven tricks to get them to listen
• The five techniques to make them interested
• Three methods to recover when you lose it
• The 2 things you must do every time you talk with the boss’s boss.
• The three components of the finely crafted elevator speech
• Active listening in business conversations
• The three facial expressions that you must never have
Throwing the Bull$$&!# Flag
Life Shrinks or expands in direct proportion to one's courage.

Anais Nin
What never works

- Blame the other jerk
- Expect that jerk to mature overnight
- Expect yourself to mature overnight
- Expect that there is a simple way
- Expecting a result without having to work at it
“Yes, I’m a jerk sometimes too.”
Saving the Marriage of Dennis the Menace by Sleeping with him
Fake it, until you make it.
Root Cause
The mental stories of the speaker & the Myth of the Grown-up
There is no such thing as a grown-up. Just growing ups & stuck people. That’s it.
A simple trick:

Understand
Gender Culture
The real benefit of this practice:
## HOW TO HAVE DIFFICULT CONVERSATIONS

### Break Out Sessions

If you are interested in discussing ......

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<thead>
<tr>
<th>Discussion Topic</th>
<th>Delivering Bad News</th>
<th>Delivering Data with Relevance to Mixed Audience</th>
<th>Saying Important Things in Limited Time</th>
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<tbody>
<tr>
<td>Room</td>
<td>Grand Ballroom</td>
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<td>Facilitators</td>
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<td>Susan Hooge</td>
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<td>Jason Newlon</td>
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<td>Darla Hall</td>
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YOU'VE GOTTA HAND IT TO LARRY...
HE REALLY KNOWS HOW TO PRESENT
BAD NEWS TO THE BOARD