Influencing Through Understanding

Participant Name.....

Date:.....

james@mortawel.co.uk
www.mortawel.co.uk

Our Learning Principles

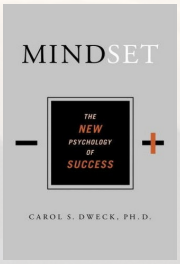
1. Adopt a Growth Mindset

2. Get to know you Negative Capability

3. Understand what drives you

4. Learn Mindfully

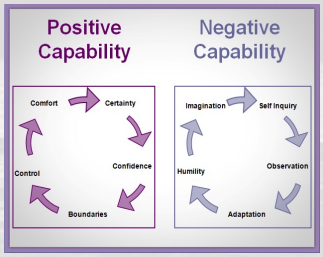
5. Adapt and Evolve



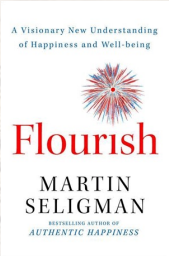
Set learning goals toward mastery
Believe learning, talent and ability can all be developed
Effort and persistence
Embrace challenge and new ideas

I never stopped trying to be qualified to do the job'
Darwin E Smith, CEO, Kimberly-Clark Corporation 1971-1991

Knowing more, understanding less
Be open to new ideas that challenge current thinking
Personal sense of inquiry
Reflecting on your performance



"What got you here won't get you there'
Marshall Goldsmith, leadership thinker, author, coach

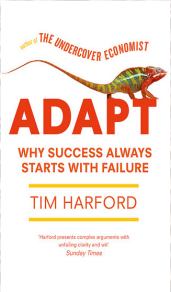


Know your key strengths and use them daily
Know how you learn best & get more from learning
Ask questions

"Re-craft your life, work, love, play and friendships around your top strengths"
Dr Martin Seligman, founder of Positive Psychology

- Give your full attention to learning
Recognise the emotions you feel and the impact they have
Allow yourself time to reflect and find value
Value the difference of others

You can't stop the waves, but you can learn to surf'
Jack Kornfield, Buddhist Teacher & Psychologist



Design an experiment to test new ideas
Make the test small scale and failure survivable
Keep what works
Share your learning with others

'Adapt: Why success always starts with failure' **Tim Harford, economist & author**

Today's Outcomes

I will better recognise, understand & value difference

I will know more about myself

I will be able to better reflect on who I am and how I fit in with others

I will have stronger relationships in the room and with others

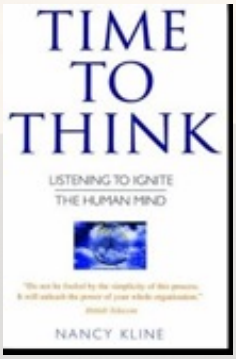
My notes & reflections

The importance of warmth & positives

The workplace is just a series of relationships: building rapport is key to this

"We need a minimum of 3:1 positive to negative messages to be effective"

"You've not arrived until you've spoken" – Nancy Kline



What are you choosing to focus on?

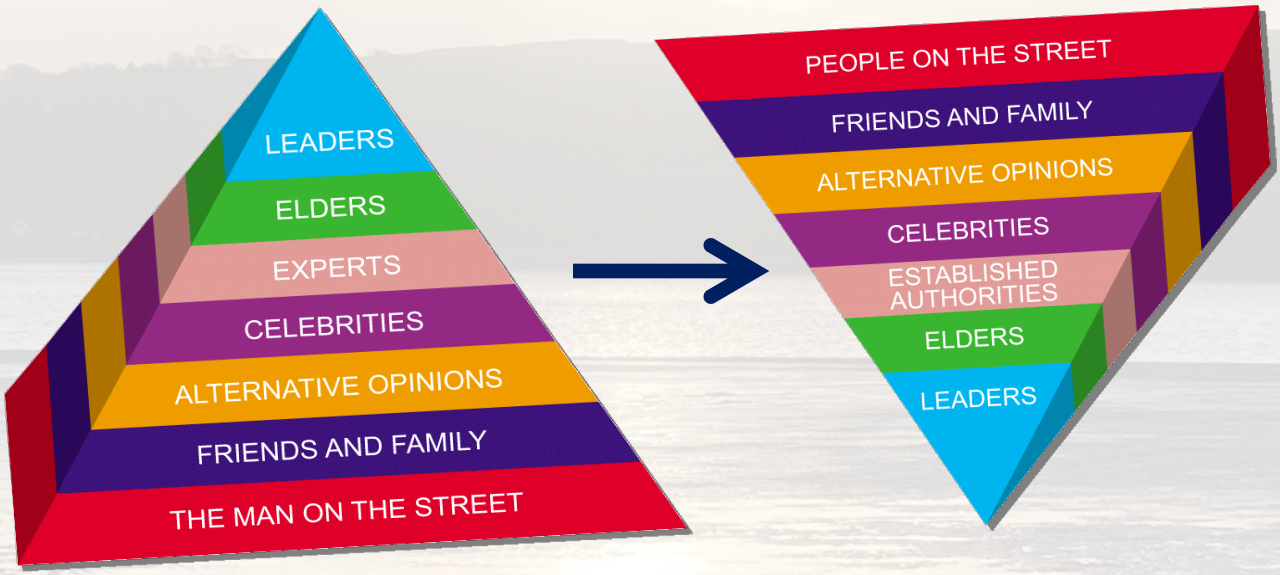
1 x 1 = 1 2 x 2 = 4 3 x 3 = 9 4 x 4 = 15

My notes & reflections

Why relationships?

Where should we focus our time?

Why positional power no longer works



Who did we trust? Who do you trust now?

My notes & reflections

Recognising & Changing our state and behaviours:

Transactional Analysis and the Drama Triangle

Change our behaviours and we change our outcomes!

Choosing my state?

Transactional Analysis
Berne (1958)

Parent

Adult

Child

We all have choices as to what state we're in and, therefore, how we behave.

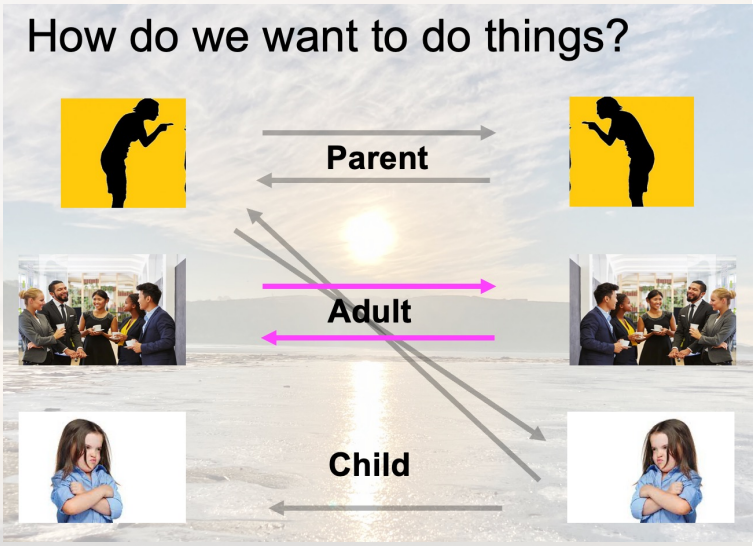
We have 3 different states that we can be in: parental (nurturing & controlling), adult and child (adapted & natural).

Our reactions are based on our learnt behaviours, many come directly from childhood.

The consequences?

	Positive	Negative
Controlling Parent	Firmness, control, clarity, accountability	Bossy, overbearing, disabling & disengaging
Nurturing Parent	Caring, loving, kind generous	"Rescuers need victims; disable people doing things for them
Functional Adult	Logical, rational, problem-solving, balance conflict	Boring, pedantic, limited use of feelings/values
Adapted Child	Polite, courteous, accepting, amenable	Sit quietly, can't say "no"; **or** aggressive, rebellious (or both)
Free Child	Friendliness, fun, creative, honest, use emotions	Immature, childish, over emotional

We can play in all the states and there are consequences of being in one state too much or too little. Our individual behaviours in each state are most likely to have been learnt from childhood, but recognising these, gives us a chance to choose the best state and behaviours.

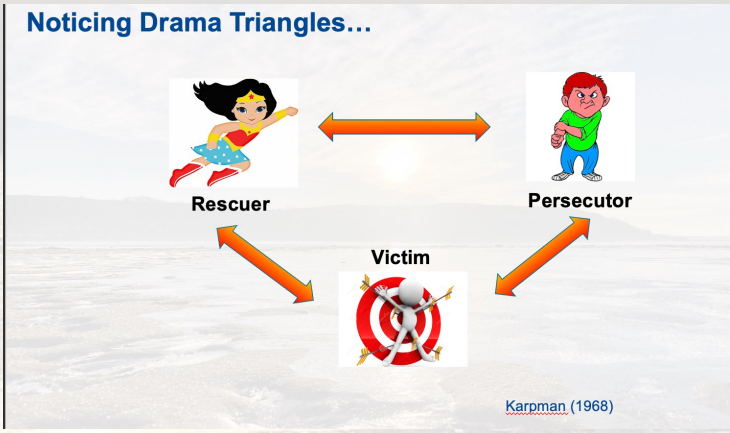


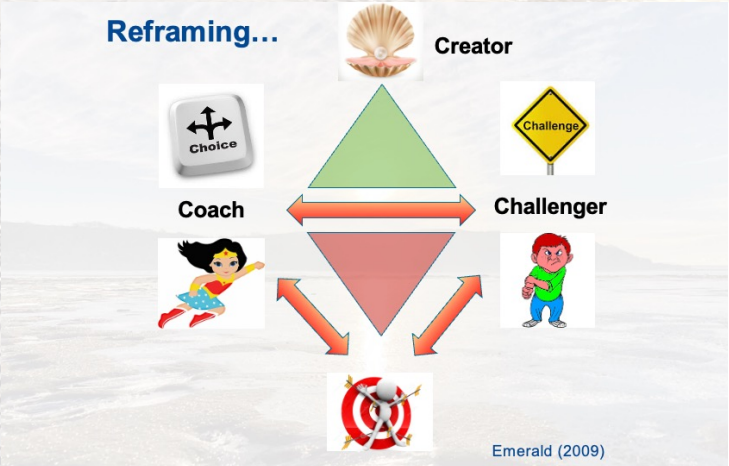
Telling someone what to do ultimately gets 2 answers back: a child-like response (compliance or resistance) or a returned parental response (I'm more right than you)...this can rapidly slip into childlike behaviours from both people.

Treating each other as adults and with equal respect releases potential and ensures that both parties are "ok"; (NB positional power is often a barrier to this)

The drama triangle plays out every day. It's really damaging as everyone ultimately becomes a victim.

Public services tend to attract rescuers, who need victims, but we give worse services as a result.





Be it controlling or nurturing parental behaviour, we can change what we do. Ultimately, the development for many of us means trusting other people and letting go. We can still influence, but we can do it through constructive challenging and true coaching by asking questions and not rescuing someone or telling them what to do

For more information www.businessballs.com/transactionalanalysis.htm

What I thinking so far

My reflections

What am I feeling so far

My reflections

MBTI Preferences

What's my name?

What's my name?

Extraversion	and	Introversion
Where you prefer to get and focus your 'energy' or attention		
Sensing	and	iNtuition
What kind of information you prefer to gather and trust		
Thinking	and	Feeling
What process you prefer to use in coming to decisions		
Judging	and	Perceiving
How you prefer to deal with the world around you, your 'lifestyle'		

What is my preferred type? How sure am I?

My notes & reflections

ISTJ Doing what should be done	ISFJ A high sense of duty	INFJ An inspiration to others	INTJ Everything has room for improvement
ISTP Ready to try anything once	ISFP Sees much but shares little	INFP Performing noble service to society	INTP A love of problem solving
ESTP The ultimate realists	ESFP You only go around once in life	ENFP Give life an extra squeeze	ENTP One exciting challenge after another
ESTJ Life's administrators	ESFJ Hosts and hostesses of the world	ENFJ Smooth talking persuaders	ENTJ Life's natural leaders

My notes & reflections

The top 3 things I have learnt today

What I have found out about myself

What am I going to do as a result of today