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Okay, let’s address it:
Trust, Respect and Dignity

October 4, 2015
South African Greeting

1st person - Sawu bona: "I see you."

2nd person - Sikona: "I am here."

(What is so significant about this greeting?)
BALANCE
HIGH LEVEL OF TRUST

“...the ability to be OPEN with you and my ability to rely on you...”

- Perceived Integrity
- Perceived Authenticity
- Perceived Caring

“I can trust you but not respect you.”
TRUST CONTINUUM

Distrust  Skeptical  Trustworthy  Conditional
Components of Org. Trust

- Openness
- Reliability
- Integrity
- Benevolence
- Competence
HIGH LEVEL OF RESPECT

...The regard I have for your ability to accomplish task...

“I can respect you but not trust you.”
DIGNITY

...A sense of self respect

...allowing others to save face

BOTTOMLINE:
Successful relationships demand creating a W.O.W.D.
Underlying Beliefs

1. No matter what happens, there is a reason……
   so **find it out**!

2. No matter how hard you try, there will be unintended consequences……
   so **deal with them**.
The trick is…..

- Separate “who you are” from “what you do.”

- Very difficult…

- Rewards are based on “what you do.”

- Leads to ego-hooked behavior (I’m right!)
UNDERLYING BELIEF IN RELATIONSHIPS

100%

50% F

50% F
"NORMAL" RELATIONSHIP

100%

HA70%  HA30%

OVER-FUNCTION  UNDER-FUNCTION
EGO STATES

all

share

no
NORMAL RELATIONSHIP

100%

HALF

HALF

Can’t cross this line
REQUIREMENT FOR FULLY FUNCTIONAL RELATIONSHIP

100%

FULL CLEAR FULL
THE PATHWAY

WHAT

WHEN

WHY

HOW

WHERE

WHO

CLEAR
THE PATHWAY

WHAT
Do what you say you will do

WHY

CLEAR

HOW
Do it to the standard agreed to or above

It works!
THE PATHWAY

CLEAR

Do what you say you will do

ASK FOR ACCOUNTABILITY

Do it to the standard agreed to or above
(Perceptions, Values, Beliefs, Emotions, Thoughts, Intentions)

Boundary Violation

(Behavior, Facial Expression, Vocal Aspects, Body Language)
EQ BEHAVIORS

EQ is seen or heard in behaviors:

LOW EQ
- Blaming
- Attacking
- Self-centered
- Avoiding
- Judging
- Exclusive

HIGH EQ
- Resilient
- Listening
- Empathic
- Courageous
- Adaptability
- Inclusive
Emotional Intelligence

The ability to demonstrate:

• the *appropriate* behavior
• at the *appropriate* time
• to meet the *appropriate* needs
• of the *environment*
• and the *people in the environment*
• in *real time*
Emotional Intelligence

Inside me:

• I can separate my thoughts and my feelings.

• I know where my feelings come from and what causes them.

Inside you:

• I can separate your thoughts and your feelings - even if you can’t.

Then:

• I make a decision or take action so we both get to save face and win.
ACHIEVEMENT EFFICACY

1. I am willing to be responsible for my own actions (toward goal achievement)

2. I am willing to influence others to goal achievement...
TRUTH TELLING

1. Tell me what I need to hear…
2. Tell me **in a way** that I can **hear it**.
3. Must do both together if it is truth telling. Otherwise it is verbally **“beating me up.”**
TRIGGERS TO CONFLICT

1) Unmet Expectations
2) Values Violation
## REACTIONS TO CONFLICT

<table>
<thead>
<tr>
<th>FLIGHT</th>
<th>FIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ignore, Avoid, Placate, Pacify</td>
<td>Attack, Blame, Criticize, Accuse</td>
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</table>

Problem or issue grows and triggers...

### RESULT

<table>
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<tr>
<th>FLIGHT</th>
<th>FIGHT</th>
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</thead>
<tbody>
<tr>
<td>A “band-aid” solution</td>
<td>Diminished willingness</td>
</tr>
<tr>
<td>Breakdown in trust and respect</td>
<td>Reduced collaboration</td>
</tr>
<tr>
<td>Time lost to “fixing”</td>
<td>Decrease in efficiency</td>
</tr>
</tbody>
</table>
REATIONS TO CONFLICT

**FLIGHT**
- Ignore, Avoid, Placate, Pacify

**FIGHT**
- Attack, Blame, Criticize, Accuse

Problem or issue grows and triggers…

Reactive behavior/decision with a

Short-term focus using

Only the information on hand
## CLARIFY YOUR FOCUS

<table>
<thead>
<tr>
<th></th>
<th>In Your Control</th>
<th>Not in Your Control</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Take Action</strong></td>
<td><strong>Effective Energy</strong></td>
<td><strong>Spinning Your Wheels</strong></td>
</tr>
<tr>
<td><strong>Wait and See</strong></td>
<td><strong>Missed Opportunity</strong></td>
<td><strong>Letting Go</strong></td>
</tr>
</tbody>
</table>
Let’s talk about BALANCE
“Do you realize that one in every four Americans is unbalanced? Think of your three closest friends. If they seem OK, you’re the one!”

ANN LANDERS
IF...  we have solid relationships.

AND...  are great problem solvers and service providers.

THEN...  Wouldn’t we continue our skill development?

THUS THE CHALLENGE...

Build and maintain solid relationships in every interaction. Every way. Every day.