

Social Media

Difficult People

New in Role

Evidence Based
Management

Client
Recommendations

And ALL
Of Tomorrow's

What Plates Are You Spinning?

If you are spinning plates at work
you need to know:

When to Act

How to Act

With Whom to Act



Three C's

- Confidence
- Clarity
- Communication

Human States

- have a physiological element
- have a psychological element
- can be deliberately triggered

When to Act - Confidence

A Position of Strength

Breathing



From Diaphragm – Increase Oxygen to Brain. Reduces Emotional Tension

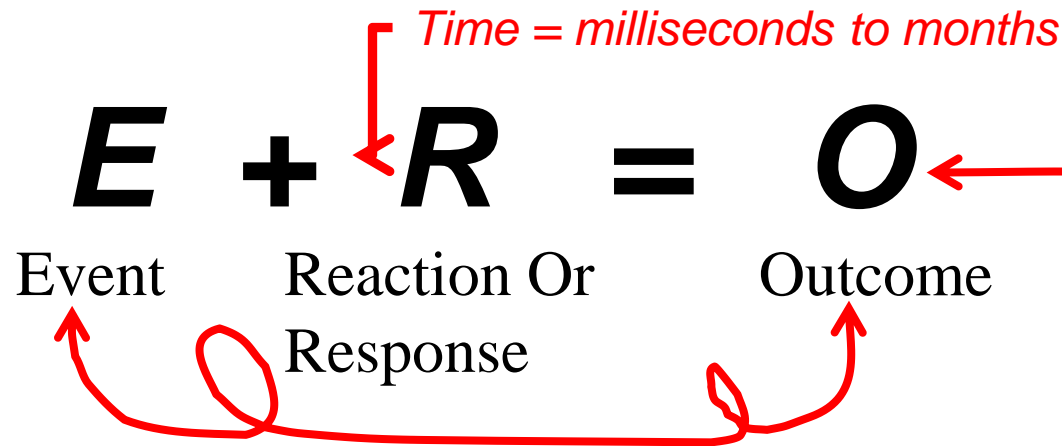
Posture

Body at rest, but ready
State and sense of calm

Thinking - Speaking

Assertive – know what you want
Request it positively & clearly

How to Act - Clarity



When ... ***(Event)***

I Breathe Deeply

And ... ***(Response)***

New Outcome

With Whom to Act - Communication

(gaining acceptance of your position)

A woman without her man is nothing

A woman without her man, is nothing

A woman, without her, man is nothing

Their
Words

Involvement

Their
Energy

Your Direction

Ask and You Shall Receive: The Power of the Question

- They are worded simply
- They are planned
- They are open and closed
- They clarify
- They help analysis
- They help synthesis
- They build consensus
- They build teams

- And
- They help Plate Sinners



Active Listening

the most powerful part of
communication

is more than hearing

reads the total message

is recognised by recipient as powerful
communication

reduces mistakes and increases change

Questions?

Spinning the *Right Plates* in the *Right Way* with the Support of the *Right People*

Confidence -- Breathe

Clarity -- $E + R = O$

Communicate -- Ask (many more)
Questions and LISTEN



Want to know More?

Want to know How to Apply at Work?

Join us at our stand and gain more information.

Ask about the special things we have for you today.

AND – Ensure that you are kept right up-to-date, it takes just a couple of moments