

*It's not so much what happens - it's more what you do.*

- **Be Congruent**

**Congruence is when you play your "A" game**

**Attitudes** (what you think is right/best)  
 + **Aptitudes** (do your best, & keep getting better)  
 + **Actions** (Choices -- what you say/do)  
 = **Aligned Congruence**

**Congruent Choices = Content, not regret ...**  
 It also helps you do more than just "get by" –  
 you "**Thrive**" in the important work you do!

1

*"I've experienced many terrible things in my life, a few of which actually happened." - Mark Twain*

- **Manage your own morale/"Self-talk"**

**Ask yourself a question, & Listen to your response:**

"What's **REALLY** going on?"  
 "How is this mindset serving me well?"  
 "What deeper purpose called me to this work?"  
 "What **WIIFMs** am I getting?"  
 "What are the trade-offs if I: <?>"  
 "What's the worst that could happen if I: <?>"  
 "What am I waiting for?"

2

*Don't cry 'cause it's over. Smile 'cause it happened. - Dr. Seuss*

- **Reframe the situation**

**opportunityisnowhere**

Reframing is being able to perceive a situation, reality, set of facts in more than 1 way, that still fit the facts.

*When you start to feel down, or exaggerate, or "Awfulize":*

- **Self-induced laugh**
- **Just Breathe (2-4-6)**
- **"Attitude of gratitude"**

3

*They say the only person who really likes change is a baby in a poopy diaper.*

**2. Be good at Change & Transition**

- **Change:** An event(s) that leads to something "different."
- Transition:** How you respond.
- Transition process:** "Old" >> "Neutral Zone (NZ)" >> "New"

*The "NZ" is home to 4 fears:  
 Unknown, Failure, Rejection, Success*

*Don't let the NZ keep you from doing what you otherwise can do, or from getting to the "New" you're trying to get to.*

**Be Resilient:** *Patience, Tenacity, Discipline, Hope, Humility, Humor, Have a Friend,*

4

*Always remember you are unique. Just like everyone else. - Margaret Meade*

**When change affects a team** - perceptions & transitions vary from person to person, based on a **relative sense of "Gain/Loss"** re:

<ul style="list-style-type: none"> <li>• <b>Certainty</b></li> <li>• <b>Purpose</b></li> <li>• <b>Goals</b></li> <li>• <b>Routine</b></li> <li>• <b>Relationships</b></li> <li>• <b>Power</b></li> <li>• <b>Self-esteem</b></li> </ul>	<p><b>Thriving teams in Transition:</b></p> <ul style="list-style-type: none"> <li>• <b>Stay focused, objective</b></li> <li>• <b>Encourage discussion/action</b></li> <li>• <b>Encourage each other</b></li> <li>• <b>Keep people in loop</b></li> <li>• <b>Celebrate success</b></li> <li>• <b>Adjust as needed</b></li> </ul>
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5

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**3. Be a Positive Influence**

- Use the **"R & R principle" (Respect & Reframe):**

**Respect:** We're all **Equal**. "Equal" doesn't mean **"same."**  
**Reframe:** It's not about good or bad, right or wrong, better or worse; **it's about "Different."**


- When someone "pushes your button" **What "signals" do you give yourself?"**
- Ask yourself: **"What's REALLY going on?"** Sometimes, what's **REALLY** going on is: it's a **"STYLE difference."**
- You can't change anyone else, so be able to **"Flex your own style"** to better manage style differences.

6

*The reason why so few people are agreeable in conversation is that each is thinking more about what he intends to say than what others are saying. - François de La Rochefoucauld*

**A few examples of "style differences"**

- **What you "say" isn't always what others "hear"** (words=8%, tone=37%, non-verbal=55%)
- **1. Race, 2. Gender, 3. Generation**
- **Communication Styles**
- Personality & Behavior
- Expressing emotions
- Leadership & Supervision
- Conflict resolution
- Problem solving
- Learning
- Personal "Quirks"



*I didn't SAY you were stupid.  
I didn't say YOU were stupid.  
I didn't say you were STUPID.*

7

*"We don't see things as they are - we see them as we are." Anais Nin*

**X & Y Factor #1: Gender Gaps!**

Females (51%), Males (49%) – remember "80/20 Rule":

- PERCEIVE things differently (5 senses)
- PROCESS things differently ("Compartmental" & "Global" Thinking)
- PERFORM communication tasks differently (#words, Listening)

*They say genes skip generations. Maybe that's why grandparents find their grandchildren so likeable. - Joan McIntosh*

**X & Y Factor #2: Generation Gaps!**

- How decisions are made
- The degree of flexibility
- How change is handled
- Who each generation interacts with
- How promotions are determined
- Use of technology
- How problems are solved
- How information is shared

8

*A group is a bunch of people waiting for an elevator. A team is a bunch of people stuck in a broken elevator. - Bonnie Edelstein*

**Bottom line:** Be a positive influence by reframing "conflicting" styles to "complementing" styles!

- First – **Get over yourself - TEAM UP!**
- **Ask questions;** expect to learn from each other.
- Acknowledge "style differences" - **FLEX YOUR STYLE!**
- Give people opportunities to **improve their skills: TEACH.**
- Take turns "**Taking the lead**" based on style strength & task.
- Strive for a balance of "**high tech**" AND "**high touch.**"
- Help people **learn how to be right w/out making "them" wrong.**
- Help people learn how to **develop trust by LISTENING like a leader.**

9

*I don't need to like something to recognize it's true. - C. Klosterman*

**Tips to address the "Blind Spot!" (Where's the WIIFM?)**

**Giving Feedback:**

- Position the discussion – "**3 plusses & a wish.**"
- Use "**I statements.**"
- Describe **specific, observable behavior.**

**Receiving Feedback:**

- Positive: **Listen carefully** for the message. Thank them and tell them how it helped. (WIIFM?)
- Corrective/Negative: **remember the "Blind spot."** Thank them - explain how it can help.
- **Ask for specifics** if vague.
- **Be approachable.** Don't get defensive. (WIIFM?)

10

**4 stages of Group Development:**  
**FORMING ... STORMING ... NORMING ... PERFORMING ...**

**Examples of Group Norms to improve a Behavior/Policy/Philosophy:**

- We will not gossip about people.
- We won't interrupt someone who is speaking.
- We will occasionally disagree, and "Agree to disagree."
- If we say 8:30, we mean 8:30 and not 8:47.
- We will return all voice & e-mail inquiries w/in 24 hrs.
- Walkie-talkie communications will be professional.
- We will strive for continuous improvement.
- Each member is an equal member of the team.
- We will convey to school users that we care & want to help.

**Instructions to create your Group Norms:**

1. Discuss & select 1-3 Norms to help your group.
2. Everyone must agree to hold self & each other accountable.
3. Write out & post your Norms for visibility at each meeting.
4. Agree on, Practice, & use a code word (ex: "Norm")
5. Evaluate progress, celebrate success, revise as needed ...

11

*There's a difference between being interested and being committed. When you're interested you do it only when it's convenient. When you're committed you accept no excuses, only results.*

**The "call to action" - What will you DO?**

Ask yourself these 2 questions, and have an "Honest Conversation with yourself":

**What's 1 thing I WILL do to be a positive influence on others and keep my sandbox a great place to work, and serve others?**

**What are my WIIFMs to do this?**

12