

This document accompanies Individual Module 5 of the eLearning Series, *Your Extraordinary Workplace*.

Social Interest

Social interest is consciously focusing on how one's decisions impact and cause consequences for others. Most people are not actively taught this emotional intelligence skill. Without social interest, people search after less fulfilling ways to live and work. Social interest is not only good for other people, but also for the one practicing it. Without it, we seek self-satisfaction and self-interest which does not help us to feel a healthy sense of belonging and significance and the core feelings of empowered, lovable, connected and contributing.

1. Is it important to develop *social interest*? Why?

2. Who do you know with high social interest? How do they make you and others feel?

3. What might happen if social interest is low in a person or team?

Trustworthiness is foundational

In the new model, you can see that the foundation is trustworthiness. You may be very trustworthy but not know how to build trust with others. All breakdowns in relationships can be tracked to one or more of the behaviors below being violated or neglected. This includes the following 8 behaviors that build trust:

- | | You | Them |
|----|--|------|
| 1. | Straightforwardness – Asking for what you want and speaking what you expect | |
| 2. | Honesty – no lying, misrepresenting, stealing, etc. | |
| 3. | Receptivity – listening fully with an open mind | |
| 4. | Disclosure – sharing your opinions, ideas, and feelings | |
| 5. | Recognition – appreciating unique gifts and differences | |
| 6. | Respect – treating all as unique, worthy beings | |
| 7. | Seeks Excellence – doing our best | |
| 8. | Keeps Commitments – doing what we say we'll do | |

Communication Realities

- You cannot *not* communicate
- Whenever contact is made, communication occurs
- Meanings are in people, not in words alone
- Meanings and feelings cannot be transferred by words alone
- Of all communications received, 70 to 90% are filtered or changed by the receiver

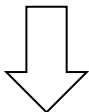
When *You* Do the Talking

Make sure when you *speak*, your words are:

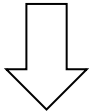
- **Honest**
- **Caring**
- (Intended to create) **Harmony**
- **Useful** (the other person is *receptive*)

When *You* Do the Listening

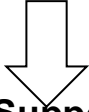
Listen Effectively



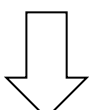
Gain Understanding



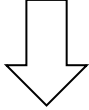
Respond Appropriately



More Support & Cooperation



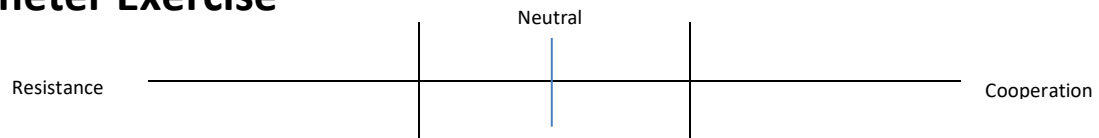
Improved Morale



Increased Commitment

Focus on
Opportunities

Thermometer Exercise



I often use this tool in mentoring sessions or with family or friends dissatisfied with outcomes. While in a group setting, we physically do this exercise (person on the thermometer moves forward (toward cooperation) or backwards (away from cooperation) or stays on the same spot which is neither positive or negative. This can be done on paper.

You may often think that just because you are doing your best to communicate, that the messages you are sending are effective and respectful. For numerous reasons, you don't often want to take immediate notice or responsibility for what occurs in each moment. The best indicator to help you determine the quality of your communications and your ability to influence effectively is right in front of you. You don't have to invite or ask for feedback. It's always there in your results and in the face and behavior of the other person. It's in the responses you get from others that you can either choose to pay close attention to or ignore. Here are things to consider when you ask for something and don't seem to gain cooperation or an "accountable" agreement:

1. Have I asked directly for what I want?
2. Have I asked without putting undue pressure on this person using my emotions or by using comments designed to engender guilt or fear?
3. Am I making room for the other person to have another option and/or viewpoint?
4. Did I actually have a full agreement? Did this person make eye contact, and/or say yes without resistance?
5. If I'm speaking firmly, am I being respectful?
6. Am I willing to influence this person, or do I just want to control?
7. What am I feeling?
8. Would it help for me to be vulnerable and share my feelings?
9. What does it appear that this person is feeling?
10. What do I see in their body language?
11. What is this person's body language saying to me?
12. If I don't take his or her response as a personal attack, what else might be going on?
13. What are the words this person is using in speaking to me?
14. What tone of voice am I using?
15. What tone of voice is this other person using?
16. Am I creating closeness or distance?
17. Am I moving closer to cooperation or further away?
18. How can I build trust?
19. Do I need to slow down and take a breath?
20. How am I judging this person right at this moment?
21. How can I shift my judgments to acceptance?
22. Do I believe he or she has an overall positive intention to be caring to himself/herself and me?
23. If I don't have cooperation and accountability, what can I change in my delivery?
24. If I tried anything different, what are just a few of the things I could do instead?
25. What can I do to encourage myself no matter what is happening rather than feel burdened and discouraged?
26. What would _____ (someone whom you admire) do with this type of person or in this type of situation?
27. How can I change the energy of this moment to one that is lighter and more relaxed?

4 Reasons People Communicate

1. **Persuading:** to convince the person about an idea or course of action
2. **Informing:** to convey information and ideas to another person
3. **Self-Expressing:** to share personal feelings, values and experiences
4. **Pleasing:** to entertain, comfort or bring enjoyment to one or more people

5 Listening Styles

There are no bad listeners, just inflexible ones

Consider the following listening styles and come prepared to discuss these questions at your next group session. What style is your strongest? Where does it serve you and where does it hurt you when listening to others? Which style would you benefit from practicing?

1. Appreciative

Focus

To relax and enjoy the experience

Motivation

To be entertained

To be inspired

To enjoy

To find humor in the situation

Behavioral Indicators

Pays attention to context and style

Responds to color, sound, rhythm

Finds the humor in the message

Relaxes

2. Empathic

Focus

To emotionally witness the sender

Motivation

To provide an opportunity for someone to talk through feelings

To accept message... no judgment

To learn from others' experiences

Behavioral Indicators

Lets the sender know he or she cares

Lets the sender do all the talking

Shows interest

Asks open-ended questions

Remains relatively silent, not offering solutions immediately

3. Comprehensive

Focus

To organize and make sense of info

Motivation

- To relate message to own experience
- To understand relationships among the ideas
- To determine the rationale
- To listen for the main idea

Behavioral Indicators

- Elaborates on what has been said
- Asks for clarification
- Brings up related issues
- Summarizes... explains in own words

4. Discerning

Focus

To get complete information

Motivation

- To determine the main message
- To sort out the details
- To decide what's important
- To make sure nothing is missed

Behavioral Indicators

- Takes notes
- Asks for clarification
- Concentrates
- Eliminates distractions
- Repeats to confirm accuracy

5. Evaluative

Focus

To make a decision

Motivation

- To relate message to own beliefs
- To question senders' motives
- To support message with facts
- To accept or reject the message

Behavioral Indicators

- Actively agrees or disagrees
- Responds selectively
- Expresses skepticism
- Gives the sender advice
- Quits listening

Exercise: Flexing Your Listening Style

This exercise is a little tricky. First, consider the style of listening that comes most naturally to you and put that style into the space next to *Predominant Listening Style*. **Note:** If you know your Ntrinx temperament colors, this will often help you recognize the lens through which you often listen by default. You may also notice your weakest listening style correlates to your lowest Ntrinx color as well. Whatever style you feel weakest in, put that style next to *Weakest Listening Style*. Now, think of a situation in which someone is trying to persuade you. What about your predominant listening style would be helpful to the person speaking and what might be a challenge for you because of your weakest listening style. This exercise is to help you recognize that you can flex your listening style, especially if how you are listening does not appear to be working for the person speaking.

4 Reasons We Speak

1. Persuade
2. Inform
3. Self-Express
4. Please, inspire, comfort

5 Listening Styles

1. **Appreciative:** To relax and enjoy the experience
2. **Empathic:** To emotionally support the sender
3. **Comprehensive:** To organize and make sense of info
4. **Discerning:** To get complete information
5. **Evaluative:** To make a decision

Predominant Listening Style		Weakest Listening Style	
<i>Reasons We Communicate</i>	<i>Possible Strength</i>	<i>Possible Challenges</i>	<i>What Style Might Be Better and Why?</i>
Persuade			
Inform			
Self-Express			
Please, Inspire, Comfort/Entertain			

Strength: How might my predominant style **enhance** listening to this person?

Challenge 1: How might my predominant listening style **detract** from listening to this person?

Challenge 2: How might my weakest listening style **detract** from listening to this person?

What listening style might be better to flex to and why?

It Just Got Real!

Name _____

Date _____

A-Ha Idea

Challenge or Barrier

Resources (how will you overcome challenges or barriers?)

Next Step

Date of Completion

A-Ha Idea

Challenge or Barrier

Resources (how will you overcome challenges or barriers?)

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