

TO THE TOP OF THE MOUNTAIN – NO LIMITS

CONNECTING THROUGH COMMUNICATION

SEPTEMBER 7, 2014

CSAO Conference 45th Anniversary September 7-9, 2014
TAKING IT TO THE TOP
People, Process & Peak Performance



A blue-tinted photograph of a mountain range, likely Mt. Everest, with the text "MT EVEREST" overlaid in white. The image shows a range of jagged, snow-capped peaks under a clear blue sky. The text is positioned in the upper right quadrant of the image.

MT EVEREST

Connecting Practices #1 COMMON GROUND



Practice #1 – Connectors connect on common ground

Barriers to finding common ground:

Assumption

Arrogance

Control

Indifference

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Connecting Practices #2 Simplicity

Practice #2 – Connectors do the difficult work of keeping it SIMPLE

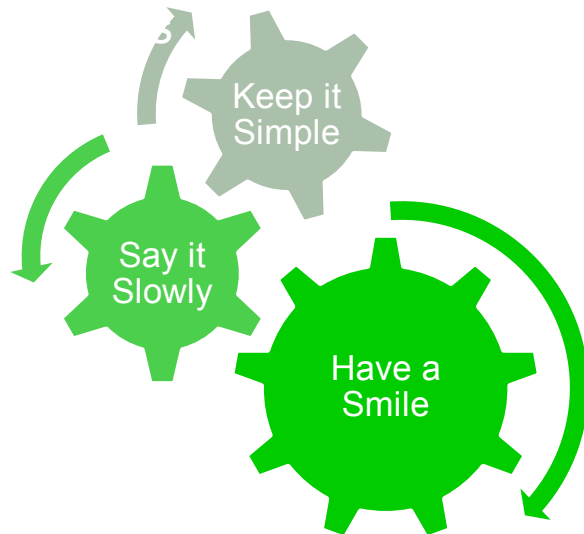
4 components to connect through communication

Humor

Heart

Hope

Help



1. *Talk to people, not above them*
2. *Get to the point*
3. *Say it over and over and over again*
4. *Say it clearly*
5. *Say less*





Connecting Practices #3 EXPERIENCE



Practice #3 – Create an EXPERIENCE everyone enjoys

How to be interesting:

1. Take responsibility for your listeners
2. Communicate in their world
3. Capture people's attention from the start
4. Say it so it sticks



Connecting Practices #4 INSPIRE

Practice #4 – Connectors INSPIRE people

Inspiration Equation



Connecting Practices #5 CREDIBILITY



Practice #5 – CREDIBILITY is the currency that connectors have

Credibility Checklist

1. Have I connected with myself?
2. Have I made right my wrongs?
3. Am I accountable?
4. Do I lead like I live?
5. Do I tell the truth?
6. Am I vulnerable?
7. Am I following the Golden Rule?
8. Do I deliver results?





Leading in the High



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