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Leadership That Moves People™

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LANGUAGE, INFLUENCE & PERFORMANCE

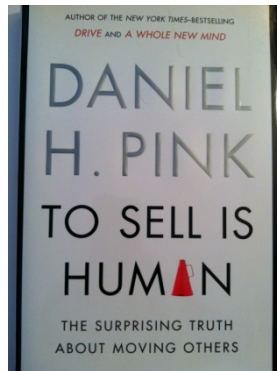
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Moving Others



- 41% of our work time is devoted to convincing or persuading people to give resources (money, time, effort, attention)
- We consider it crucial to our professional success
- 37% said significant time teaching, coaching, instructing others
- 70% said some of their time spent convincing or persuading others

<http://www.danpink.com/study>

What percentage of your activities inside & outside of work are devoted to getting others to:

- Agree with your ideas or decisions
- Clean up their rooms
- Do their part on the volunteer project at church
- Leave you alone so you can enjoy some peace and quiet 😊

EXAMPLES:

Illegal Words™

1. Pattern Interruption
2. Relationship with Self and Relationship with Others
3. UNvocabulary Lesson

a. should [need to, have to, gotta]

Want to, will, it's necessary, it's required, it's imperative, I encourage you

b. but [however, although]

And, at the same time, along with that, while, pause, “.”

c. can't

Can, could, won't

d. try

Will, am

e. wrong/right

Right for me, good, better, best, works for him

f. conflict/confrontation/criticism

Conversation, information

g. You make me, that makes me

It has me feeling/thinking, hearing that...part of me is...



4. Speak FOR your parts, not from your parts

5. I, You, We, Who?



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Moving Others

Before: “I need you to get this to me as soon as you can, but you need to work with Kevin on this.”

Possible unintended messages?

After: “Your part is due by this Thursday 2:00pm EDT. Kevin will work with you on this—he’s expecting your call this morning.”

How is this more clear?

What different messages are sent?

Before: “I should join the gym. I really need to lose 15 lbs.”

Impact on self?

After: “I am joining the gym on the 15th of this month. I won’t join before then because I know I won’t make time to get there.”

Different results?



Moving Others

Before: “Suzi, you did a great job developing the product demo, but you should work on your delivery.”

Possible unintended messages?

After: “Suzi, you did a great job developing the product demo. It was clear, thorough and fun. Now let’s turn our attention to developing your confidence when you’re delivering the demo.”

How is this more clear?

What different messages are sent?

How might this change in language impact the speaker? Suzi?

Before: “Yeah, I guess I did okay on the report with the board of directors, but I screwed up my part on page 4 and page 5.”

After: “Yeah, it felt really good to knockout the report to the board. Next time I’ll be more confident including my verbal comments on page 4 and 5.”



Moving Others

Before: “She makes me angry. I’m going to confront her about this!”

Possible unintended messages?

After: “When she does that, I get angry. I’m going to have a conversation with her about it.”

How is this more clear?

What different messages are sent?

How might this change in language impact the speaker? Suzi?

YOUR TURN!

Two recent examples for me:

- 1.
- 2.

**Our words change our body language.
Our body language affects how others see us, AND *how we see ourselves.*
Our bodies shape our minds.**

Fascinating science behind this:

Amy Cuddy: TEDx Talk

Daniel Goleman: Social Intelligence



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Victim, Villain, Martyr, Leader

Sometimes, we unknowingly send messages from the roles of Victim, Villain, or Martyr with our words, body or behaviors.



Victim: “My manager dumps his work on me and doesn’t listen to me or do what he says he will.”

Villain: “Does she think she’s always right? I’m going to go confront her!”

Martyr: “Why do I always have to plan our socials and volunteer events?”

When do you play these roles?

- 1.
- 2.
- 3.

Commitments & Action



It's easier to be on auto-pilot. Being more conscious and intentional in your languages requires attention and effort.

And, the ROI is worth it!

Imagine if your entire team were more aware and purposeful in their communication.

Insights, Commitments and Action Plan:

- 1.
- 2.
- 3.
- 4.
- 5.