

# People Skills

## The Art of Connection and Influence



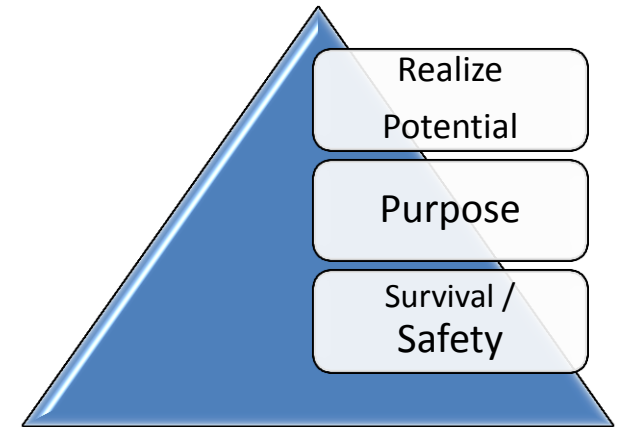
# People Skills:

- Create & Grow Connection
- Positively Evolve Relationships
- Influence Thinking
- Inspire Action
- Set Boundaries, Establish Accountability
- Surface and Resolve Issues
- Bring Healing

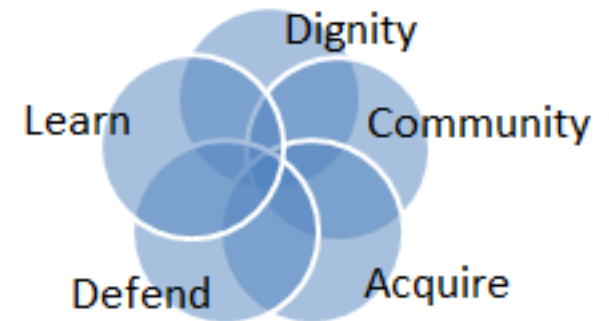
# As People:



## Drives



## Needs



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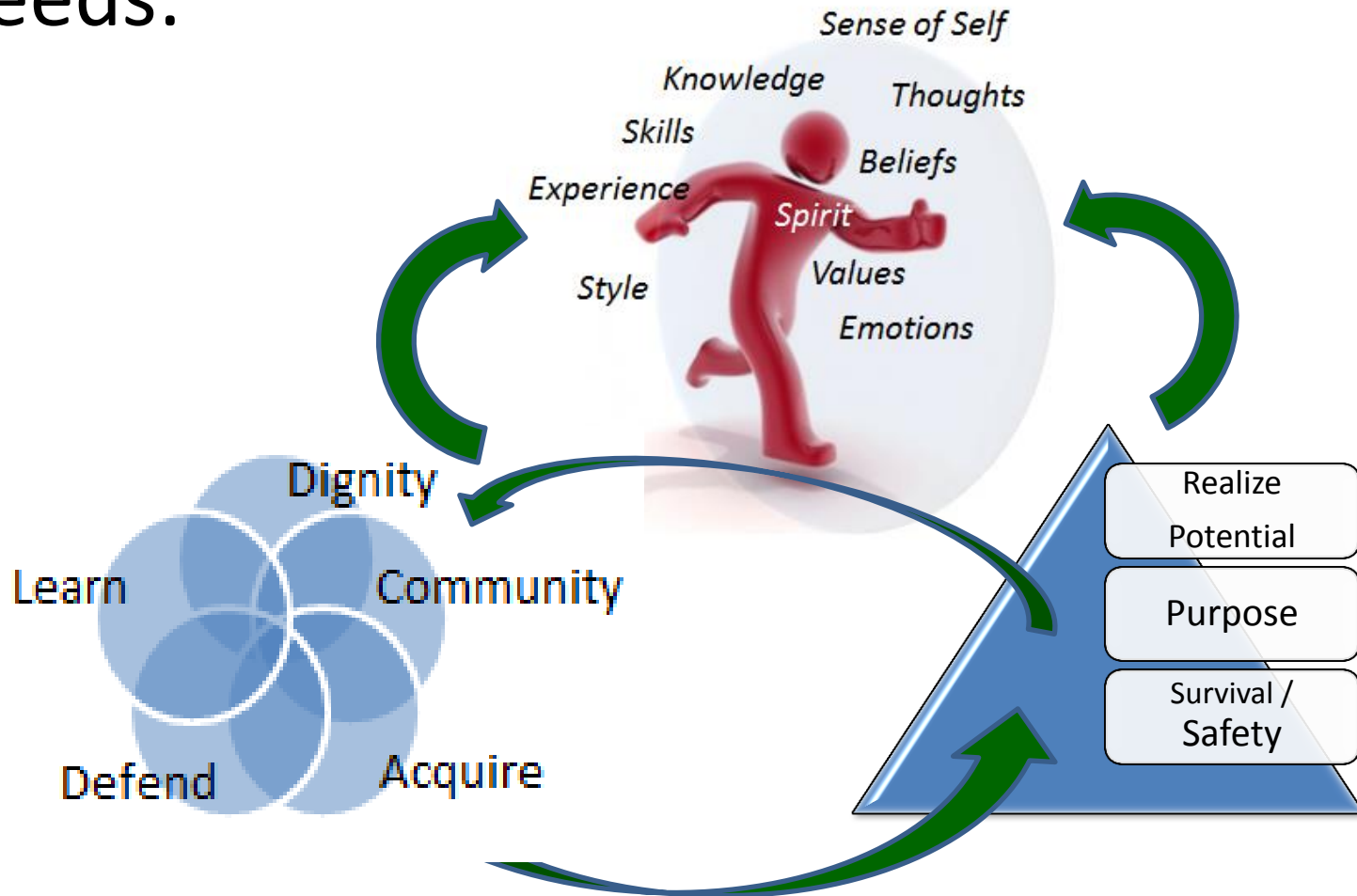
# We each bring a unique mix to the table.



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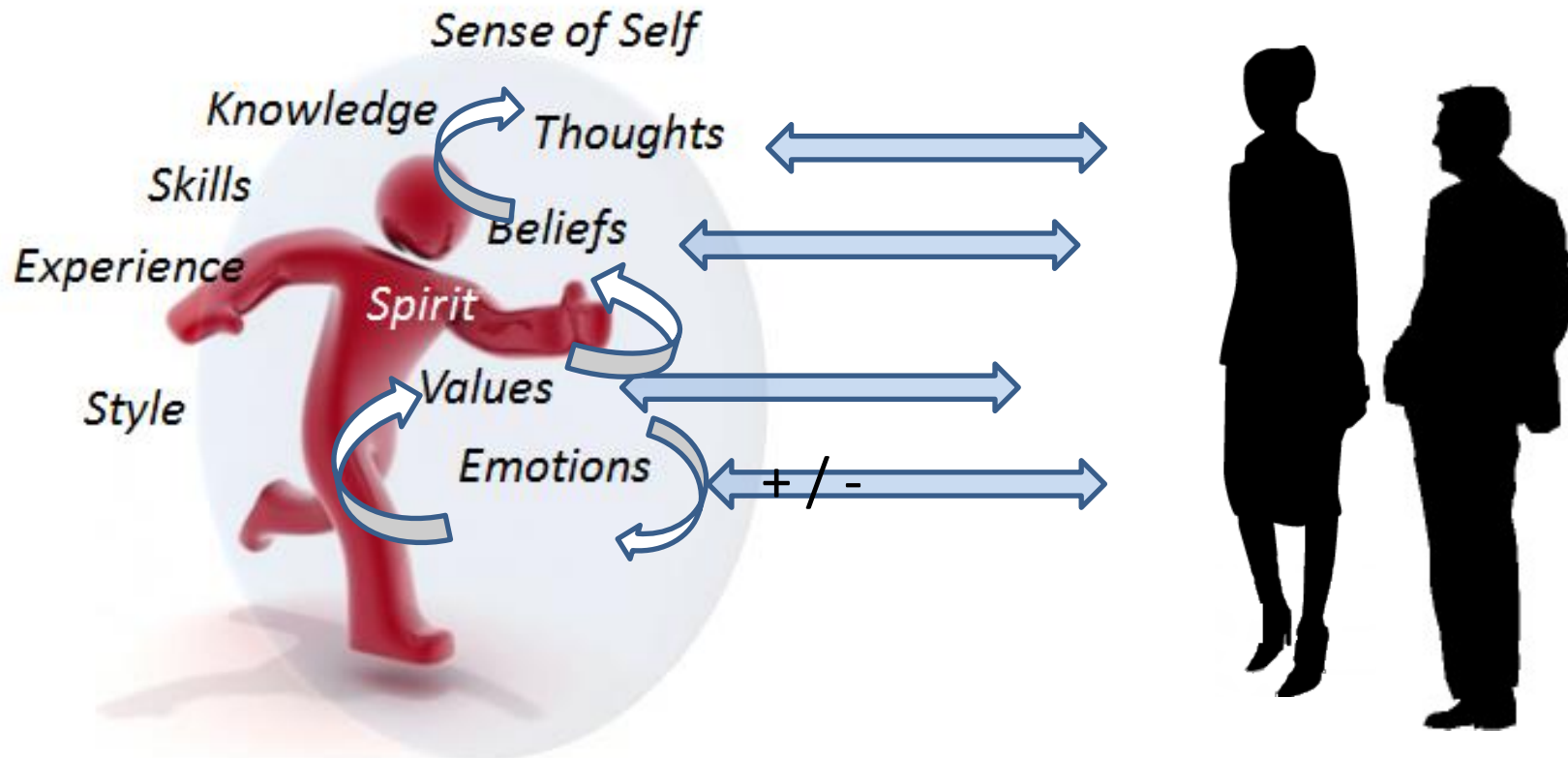
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# And we're driven by intrinsic, interrelated needs:



# We seek congruency:

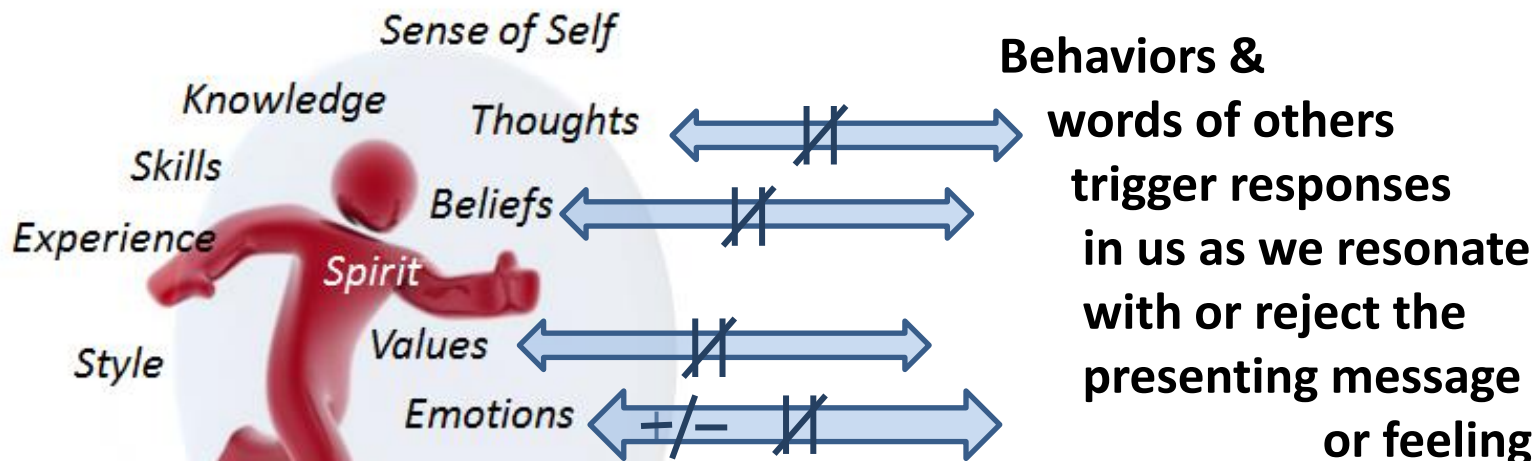
- internally, across our values, beliefs & actions
- and externally, through our realities/relationships.



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**And we respond to other's words and actions:**



*Safe? Is this fair? Am I on board with this?  
Can I live with this? Is this meaningful? Trust Factor?  
What's this say about me, as a person?  
Congruent with my values... needs...vision?*

We alone determine the quality/depth of personal connection we'll choose to offer

Zones:

Accept & Embrace (Shared meaning & validation) = Opens doors, builds energy

Neutral = Potential

Reject = Doors close ; Possible push back, degree based on emotional 'charge'

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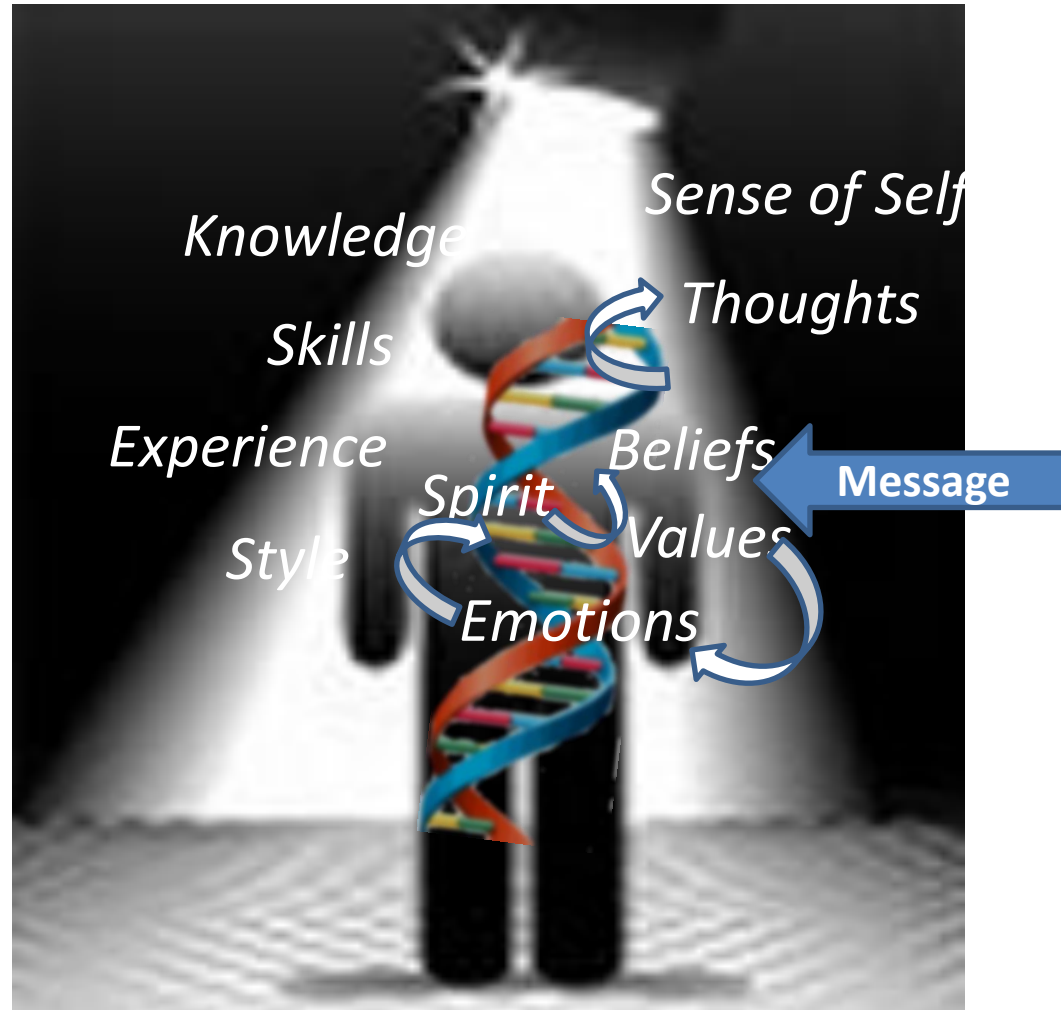




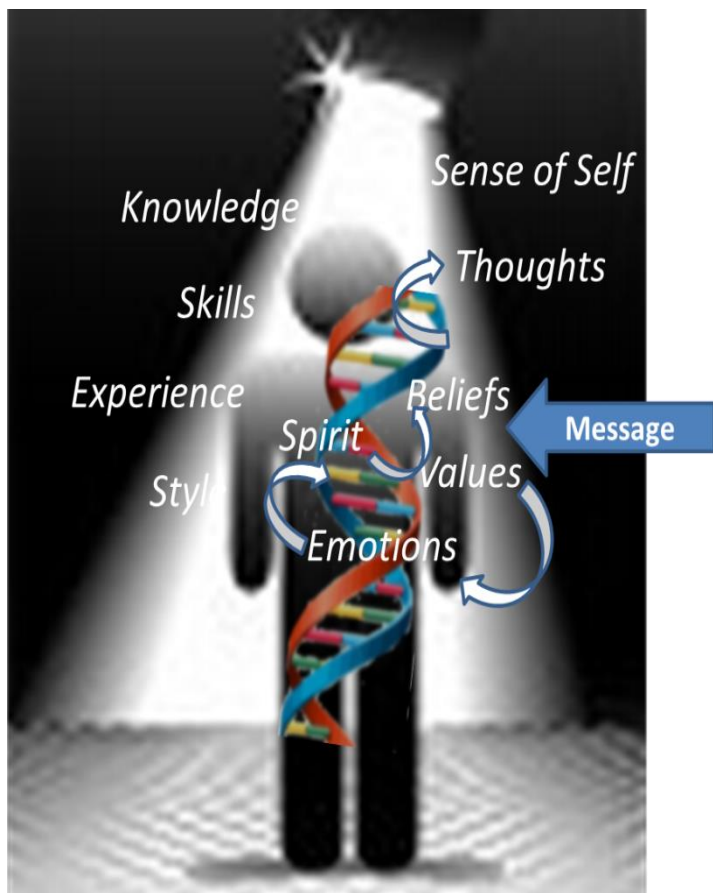
In reality,  
when we think  
we're responding to  
another, we're  
actually just  
responding to  
ourselves.

## People Skills?

### 1. Know Thyself

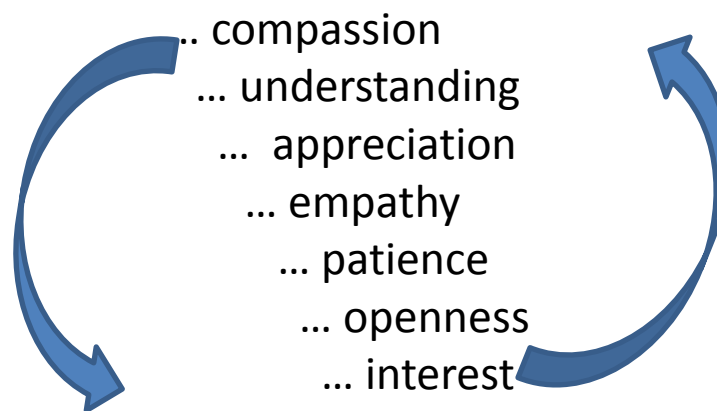






When I observe myself and get clear on how I respond to things... know and understand my own triggers, see how intricately bound *my own* values, beliefs, feelings and thoughts are and how these guide or control me -- I can begin to appreciate this inner dance in others.

Then, all good things follow...



And a positive-reinforcing loop is set in motion

# Recognize and manage my own 'triggers'?

## By Asking:

- What am I feeling? Thinking? - Why?
- How are these ruling my decisions/actions?
- What outcomes do I want?
- How do I wish to respond?

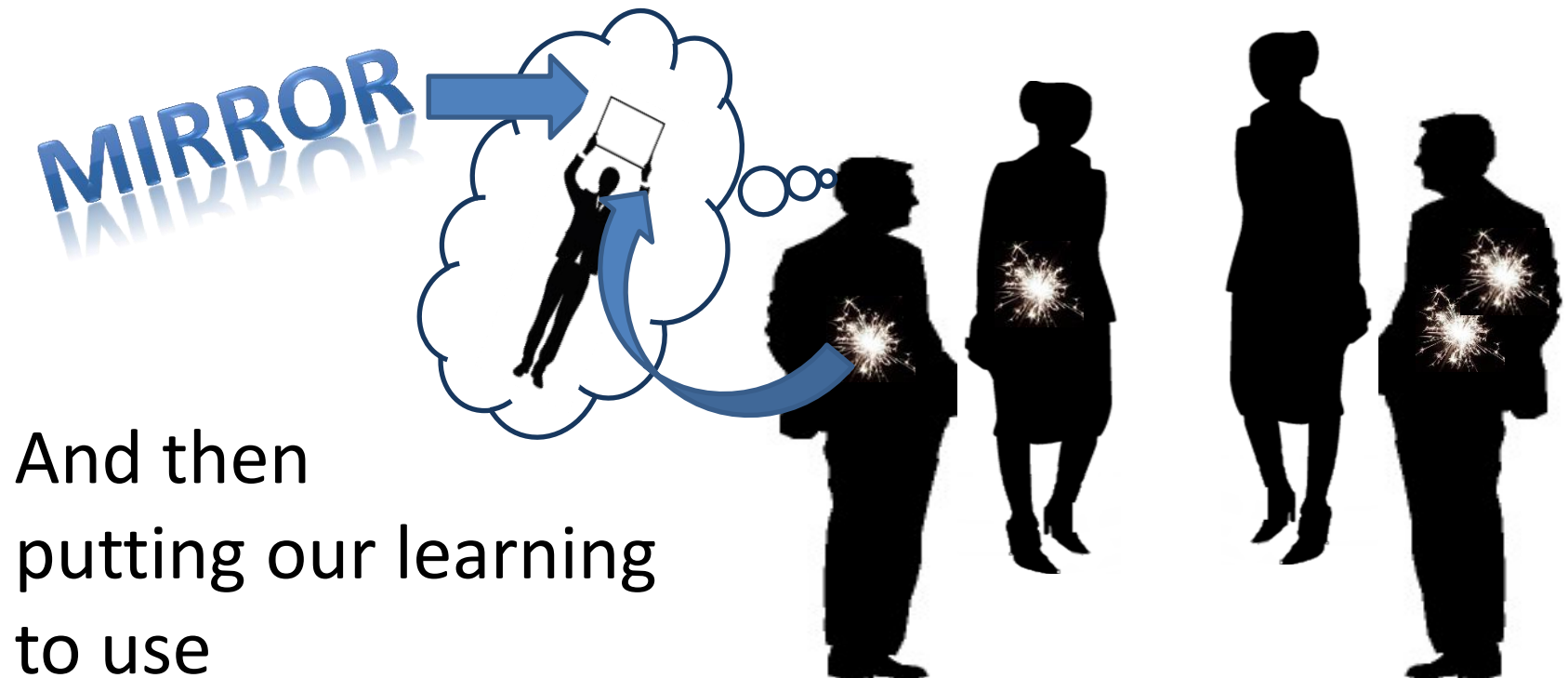


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We become more aware of ourselves by observing ourselves in real time and reflecting on what we see/feel. And asking 'Why?' (repeatedly)



And then  
putting our learning  
to use

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Know Thyself

= Authenticity



Authenticity attracts Authenticity

(it adds no value to pretend to  
be anyone but who we are



...and the beauty is

-- Who we are is plenty !!! )

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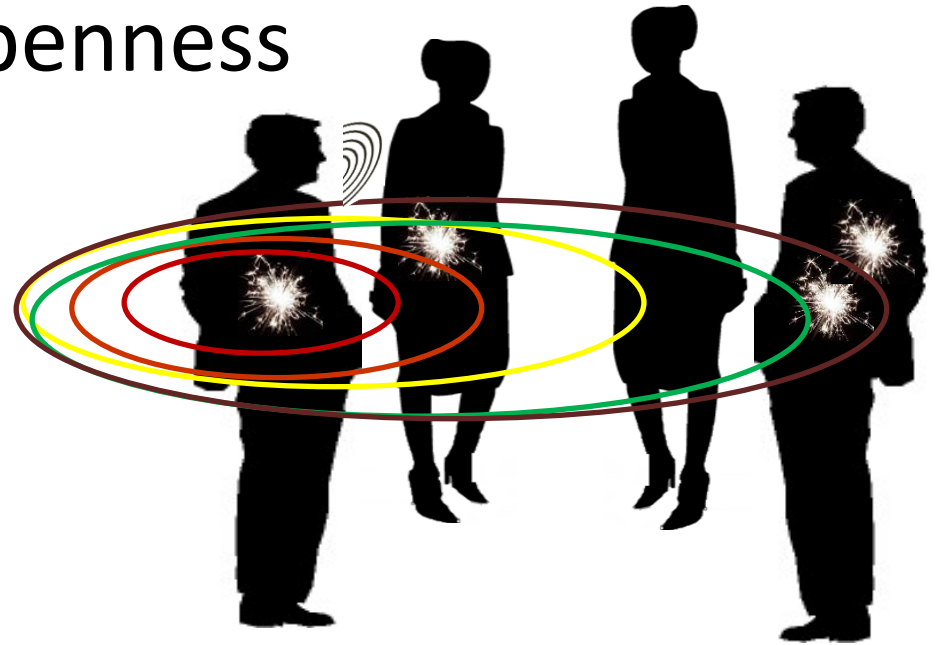
Knowing ourselves  
gives us the ability to  
get centered and stay  
centered



And gain the balance  
we need to stay profoundly open



Through profound openness  
we widen our  
perceptive field  
to other's ideas,  
feelings, situations,  
passions, interests...



-and free ourselves enough to allow  
our intuition to flourish

# People Skills?

## 2. Seek to Understand Others

- their worlds are every bit as complex, challenging and paradoxical as my own.
- if I listen with interest, people will share what's important.



## And BE PATIENT

Don't judge others solely based on 'Style' -- Style is only style... is just one of many elements that make us who we are

### Work with people's style:

Some need to talk to energize or think something through...

Some live quietly and need to be asked the right questions..

Some think entirely big picture...

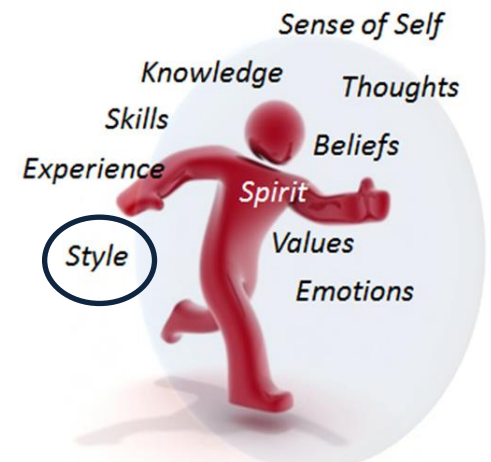
Some live in details...

Some always hold people in hearts and minds...

Some prize rationality above all else...

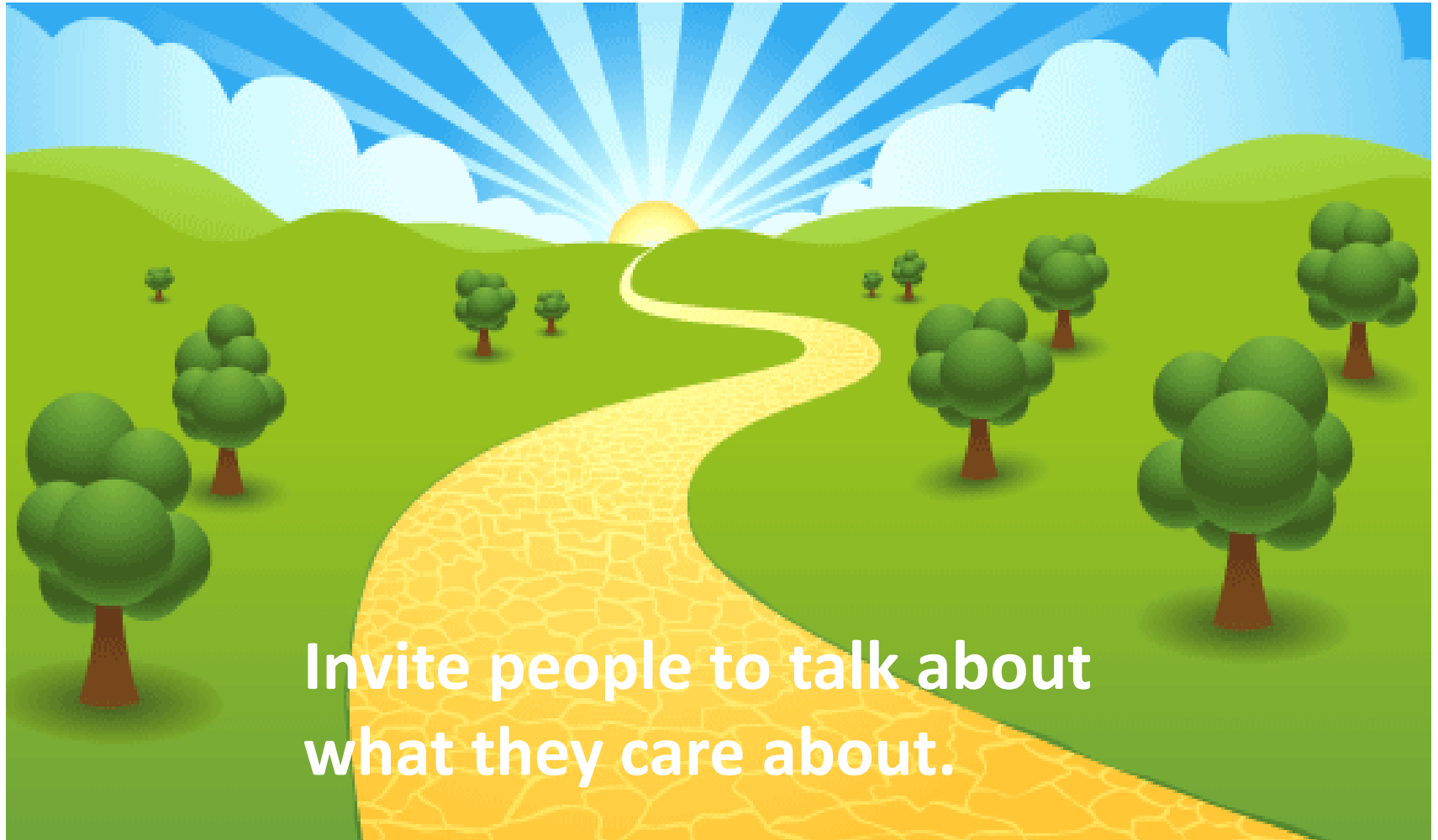
Some remain profoundly open until the last possible second...

Some value decisions as soon as can be made, and moving on...



***Listen & watch...  
we all tell each  
other what's  
important in one  
way or another***

**Follow the Gold:**



**Invite people to talk about  
what they care about.**

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***“tell me more about...”***

***“what are your thoughts/feelings about...”***

***“I see how important it is that...”***

***“I realize how challenging...”***

***“I think you have every right to feel...”***

***“I understand how tough ...”***

***“I appreciate how much effort you’ve put into...”***

***“You’re opinion makes a lot of sense, what if...”***

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**Aikido is the art of redirecting energy.  
Influence is the ability  
to redirect energy.**

**Authentic,  
open presence and  
communication creates  
the right field to  
expand receptivity, thinking, empathy & reason  
= greatest potential to help people 'reframe'  
assumptions/beliefs.**



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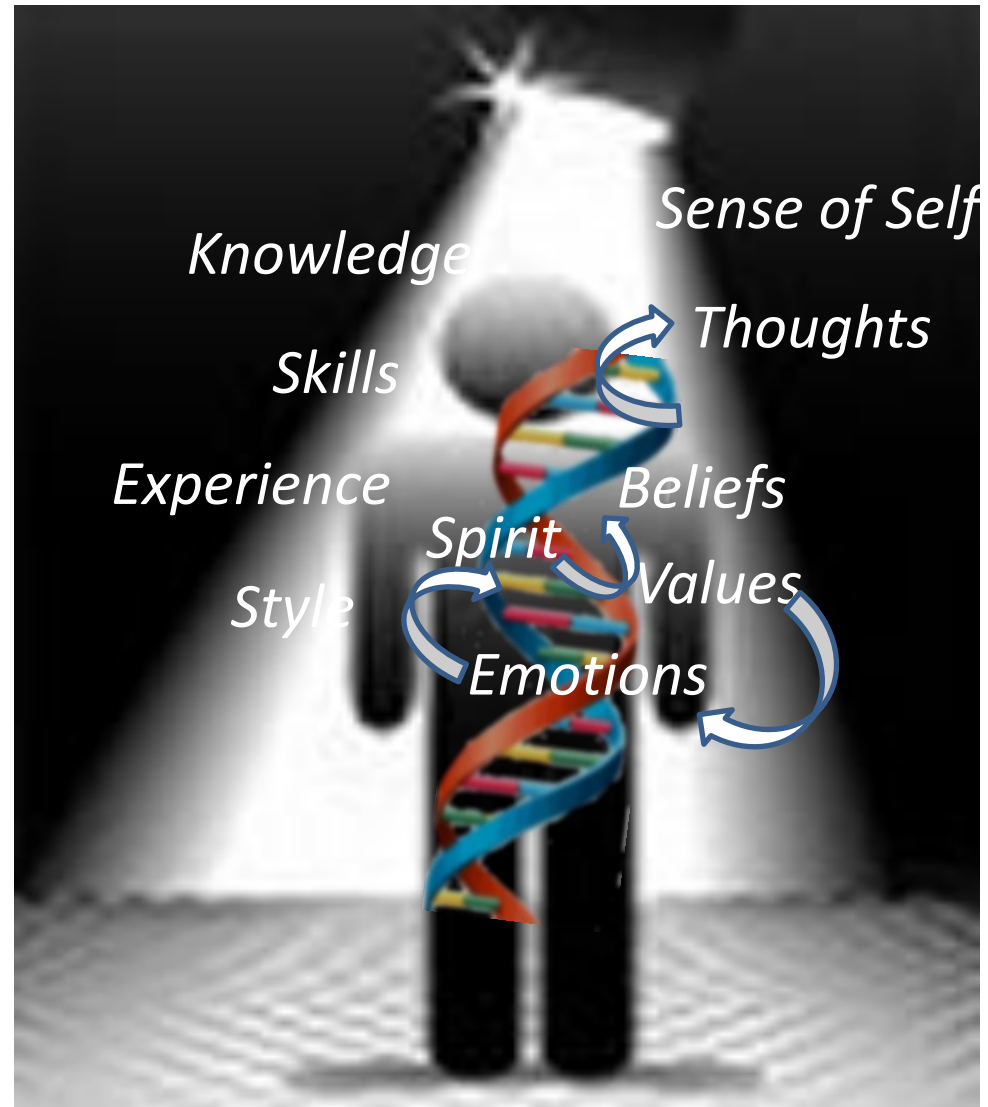
## People Skills?

### 3. Walk with Honor

**Be the Person that  
*you* would Trust!**

# People Skills?

- 1) Know Thyself
- 2) Seek to Know Others
- 3) Walk with Honor



Shem Cohen, M.S.O.D.

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