



Welcome! Thank you for choosing to stay connected and invest in your continued learning. This resource includes strategies, program highlights, bonus materials, and action steps that I share in my keynotes, trainings and workshops.

My ultimate goal is to support you in supercharging your ability to build trust, lead with impact, and generate positive change...all through the power of connection.



Colette spent time getting to know our corporate culture, and delivered custom content that really resonated; her stories were funny, poignant, and insightful. Our audience consisted of men and women from all levels of the company, and every single person took something meaningful away. Colette was a great investment , and we were thrilled with the audience response.

-Nestle' Purina

INTERESTED IN HAVING COLETTE
AT YOUR NEXT MEETING?

Contact Michelle Joyce,
Director of Events, at 704-965-2339

THE CONNECTED LEADER

People don't connect with who you **THINK** you are.
They connect with the **IMPACT** you have on them.

In a digitally distracted, constantly changing world, become a Connected Leader to:

- Increase sales and collaboration
- Decrease stress and conflict
- Maximize relationships, revenue and results

1 AWAKEN YOUR AWARENESS

Embrace truth tellers to eliminate behavioral blind spots getting in your way.

2 ACT IN AUTHENTIC ALIGNMENT

Your thoughts, words and actions must be in alignment or you are not speaking your truth.

3 GET YOUR ASK TOGETHER

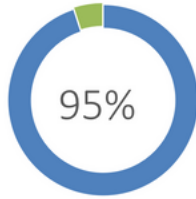
Deeper, richer relationships demand deeper, richer questions.

4 BE A HUMAN HIGHLIGHTER

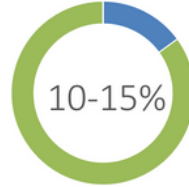
Highlight the behaviors, attitudes and skills you desire to create a more engaged team.

1. AWAKEN YOUR AWARENESS

If you think you are aware, think again to eliminate blind spots!:



95% of people believe they are self-aware



10-15% of people studied fit the criteria

Dr. Tasha Eurich, Author of *Insight*
10 Investigations, 5,000 participants

Invite Insight

- Ask people you respect for feedback.
- Use anonymous surveys or polls.
- Take assessments to identify strengths and areas of improvement.
- Record yourself during calls or meetings. Review.

Be Curious vs Critical

1. Have I ever heard anything remotely similar before?
2. Do I believe this Truth Teller has my best interest at heart?

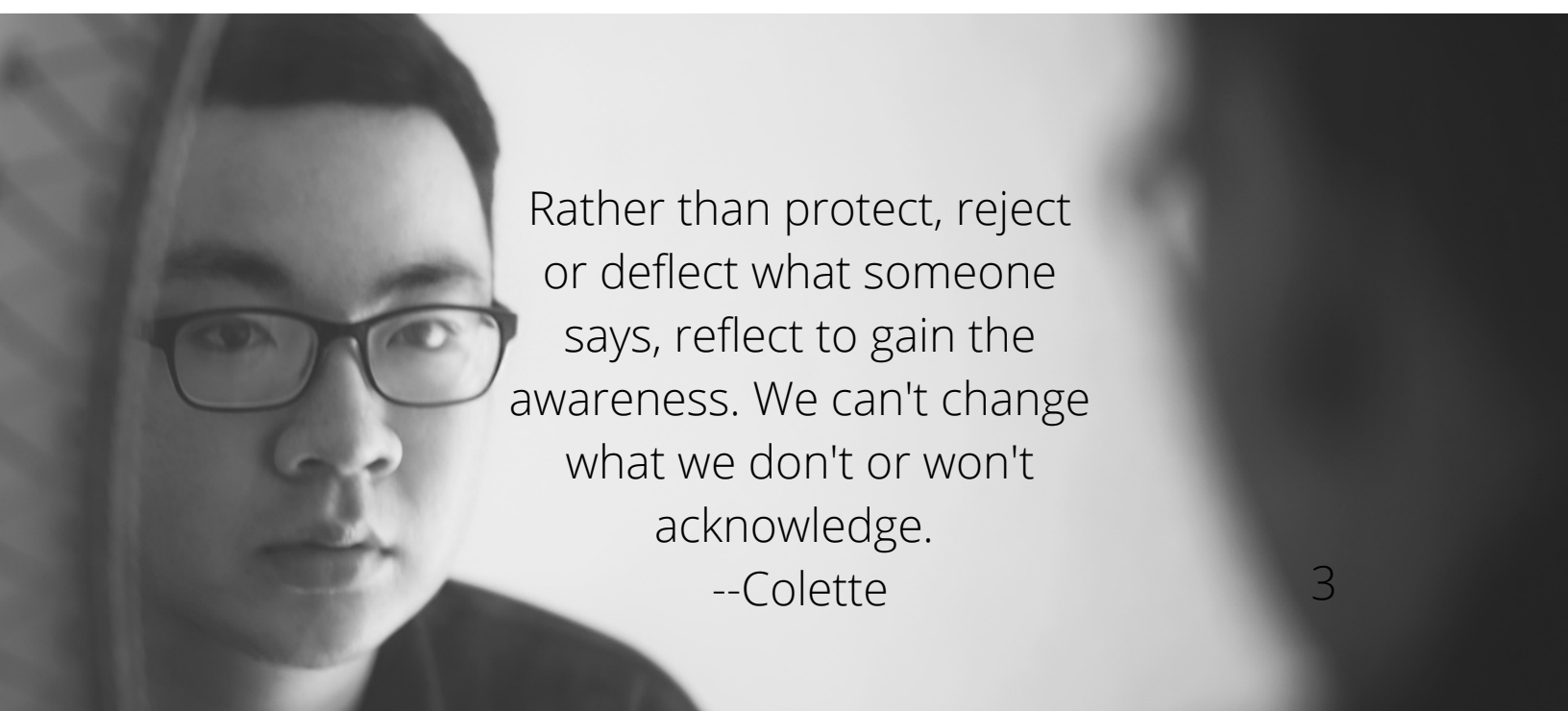
If yes to either question, take the information to heart with the goal of changing a behavior to become a connected leader.

Reflect, Respond, Refine

Your reaction and response will determine if you ever hear the truth again, or people just tell you what you want to hear.

Phrase That Pays:
Thank you. You've given me a lot to think about.

Refine: How will I hold myself accountable?



Rather than protect, reject or deflect what someone says, reflect to gain the awareness. We can't change what we don't or won't acknowledge.

--Colette

INSIGHT

Invite Insight:

- What about my communication style helps you perform your role more effectively? What about my style hinders your effectiveness?
- Is there a behavior of mine you've observed that you feel is getting in the way of us having a more effective working relationship? How about with anyone else on our team?
- Now that we have been working together for a while, is there anything you would recommend I go about differently to better support you in your role?
- What three adjectives would you use to describe my communication style?

RESOURCES & ASSESMENTS

<https://www.viacharacter.org/survey/account/register>

The VIA Character Strengths Survey - identify an individual's profile of character strengths

<https://talenttools.org/>

Free Tool #1: Envisia Resilience Inventory

Free Tool #2: Innate Index Five Factor Personality Model

Free Tool #3: Career Profile Inventory

<https://go1.predictiveindex.com/free>

PI Behavioral Assessment™ - measures a person's motivating drives and needs.

<https://app.trueself.io/landing?testName=enneagramv2&enneagramdaily=1>

System of nine personality types combining traditional wisdom with modern psychology to identify tendencies within a range of characteristics.

2. ACT IN AUTHENTIC ALIGNMENT



CONNECTED LEADERS:

- Align your thoughts, words and actions to build trust. You are never helping anyone when you think one thing and say or do another. Be truth-faced, not two-faced.
- Model the behavior you desire in others. Never expect anyone to do anything you are unwilling to do yourself.
- Speak your truth, not your mind. You speak your mind to be right. You speak your truth to get it right!
- Consistently DEAL to address concerns, conflict, or challenges.
- Know conflict is a natural part of any team or relationship. When handled properly, conflict promotes growth, problem solving, and understanding.
- Choose your words wisely.
 - *Help me understand what happened* vs. Why did you do that?
 - *You might want to consider* vs. You should
 - *Here's what I can do* vs No, I can't do that.
 - *Yes, and* OR *Instead of,* vs *Yes, but*
 - *I'm under a different impression* vs *You're wrong*
 - *I can't even imagine how you feel...tell me more* vs. *I know how you feel*
- Choose the right channel to communicate . Never let your mouse do the talking during a challenging conversation. Zoom, Skype or pick up the phone to hear tone.

DEAL™ with uncomfortable conversations, and Speak Your Truth using clear, sincere, and respectful communication.

BEFORE



GET CLEAR

- Be clear on your intention.
 - Am I speaking my mind or my truth?
 - What is the goal/outcome/ I'm looking to correct?
 - What fact-based examples can I provide?
 - What assumptions might I be making?
 - How might an objective bystander view this situation?
 - What have I done to contribute to the behavior I want to discuss?
 - Rehearse possible reactions.
 - Choose appropriate channel/location
 - See the outcome you desire
-

DURING



GET REAL & DEAL™

- Ask permission to share in advance. No blindsiding.
- Maintain open body language and calm voice tone.
- Frame the opening conversation. Connection before correction.

Describe Data

(facts, not labels, interpretations, evaluations or opinions)

Express Impact (concerns, surprises, puzzles, uncomfortable)

These four words lack judgment, shaming or blaming.

Ask Assertively

State what you want, rather than what you don't want

Listen & Learn

Come from a place of curiosity and compassion

AFTER



SEAL THE DEAL

- Accountability Action Steps
 - Reflect (LBNT: Like Best, Next Time)
 - Circle Back
-

DEAL™

Describe Data

(facts, not labels, interpretations, evaluations or opinions)

Express Impact (concerns, surprises, puzzles, uncomfortable)

These four words lack judgment, shaming or blaming.

Ask Assertively

State what you want, rather than what you don't want

Listen & Learn

Come from a place of curiosity and compassion



GET REAL AND DEAL™

Begin with a Conversational Frame to Connect before You Correct:

Thanks for making time to have this conversation. I want you to know I'm also committed to understanding your perspective on this matter. Then DEAL .

Correcting Behavior - Supervisor to Employee

Ineffective: You did not follow the correct procedure! Instead, DEAL.

D: There is a course of action we must follow in this circumstance.

E: This concerns me as not following these steps could open us up to liability

A: Moving forward, I need you to consistently follow the procedure.

L: How can I support you? Would additional training be helpful?

Managing Expectations -- Peer to Peer

Ineffective: You are always late! Instead, DEAL.

D: The past three Zoom calls, you've arrived after the meeting start time.

E: This surprises me as we made a commitment to one another to be punctual, and we end up losing focus and repeating information as a result.

A: Moving forward, the team needs you to be on time for these calls.

L: Is there anything getting in the way of that happening I'm unaware of?

3. GET YOUR ASK TOGETHER!

The questions you ask will break or make your connections.

ASK DEEPER, RICHER QUESTIONS WITH YOUR TEAM:

Emotional Wellness -

- What's on your mind?
- How are you taking care of yourself TODAY?
- What is your biggest concern right now - at home or at work?
- Is there anything either myself or the company can do given circumstances that would be helpful to you?
- If red's "exhausted", yellow is "tired", and green is "energized", how are you feeling? Tell me more about that.

Coaching -

- What's working well for you right now?
- What is making it work well for you?
- What's the ideal?
- What not quite right yet?
- What are you willing to do?
- What are the resources you need?

ASK DEEPER, RICHER QUESTIONS (networking)

Conversational Cop Out Questions: Typical, Rote, Closed-ended or Biased

- What do you do?
- Where do you live/work?
- What does your partner do?
- Do you have children?

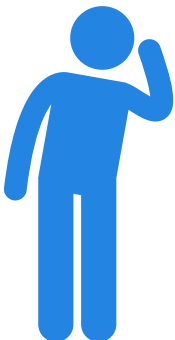
Conversational Catalyst ?s: Thoughtful, Unexpected, Open-ended & Unbiased

- How do you spend your weekends?
- Do you share the TV remote with anyone or are you lucky enough to have total control ? (stated lightheartedly)
- What book, movie or article grabbed your attention recently and what did you walk away thinking or feeling?
- During the COVID-19 shelter-in-place experience, what did you come to appreciate the most?

How you listen will break or make your connections.

WILLINGNESS TO BE PRESENT AND LISTEN FULLY

- Listen to learn vs listening to respond
- To avoid stepping on people's sentences, count to three before speaking.
- Since connection lies in the follow-up question, be a **Conversational Bounce-Backer** vs. **Conversational Hijacker!**
- Draw others out: Tell me more, mmm, interesting...
- ASK: Are you looking for my ear or my advice?



GET YOUR ASK TOGETHER! (CON'T)



WILLINGNESS TO ASK FOR WHAT YOU NEED TO SUCCEED

- The answer is always NO if you don't ask.
- You earn the right to ASK by doing your homework.
- Avoid asking, May I pick your brain?
- Be specific in your ask to increase your odds
- Asking for Advice is the fastest way to build a connection.

Phrases That Pay:

May I ask your advice on a matter? My goal is to become a more dynamic presenter during team meetings. After watching you in action, I would like to learn how you structure your opening to get buy-in for your topic. Is that something you're willing to share with me?

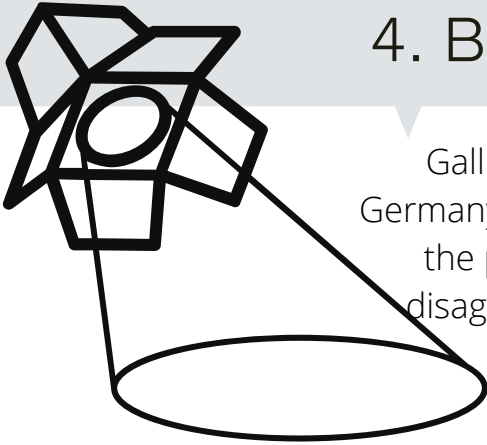
I'm looking to grow my skills in the following area (list outcome). From what I've observed, you excel in this area which is why I would appreciate your advice. Would you be willing to sit down with me in the near future and have a conversation on this topic? I want you to know I've given this a great deal of thought and plan to hold myself accountable to your suggestions.

WILLINGNESS TO ASK FOR HELP

Asking for help is NOT a sign of weakness, but the healthiest way to stay strong.

- Put your pride on the side and ASK. No one is a mind-reader and you will actually build a deeper connection with another as a result.
- No one gets where they want to go on their own. We need one another.
- As a leader, you are always modeling the behavior for others. If you won't ask, will they?





4. Be a Human Highlighter™!

Gallup finds that only one in three workers in the U.S. and Germany strongly agree that they received recognition or praise in the past seven days for doing good work -- and those who disagree are twice as likely to say they'll quit in the next year.

Appreciation: Specific, Sincere, Impactful

- *Excellent job on the marketing report, Bill. The way you separated the results into bite-sized content made it easy for the sales team to deliver and clients to digest which I believe will help us land the account.*
- *You remain composed and calm on what sounded like a very difficult call, Ellen. Not only will that help us create customer engagement, but it shows your level of emotional awareness.*

79% of employees who quit their jobs claim that a lack of appreciation was a major reason for their leaving. *OC Tanner*

THANK
YOU

Remote work can create fewer opportunities for highlighting your teams' contributions. Make it a point to:

- Highlight **WHY** each individual's contribution is **VITAL** and **CONNECT** it back to your organization's **VISION**.
- Help them stay resilient by reminding them of prior difficult challenges they have overcome.

Additional Resources:

10 Internal Communications Best Practices During COVID-19

<https://bit.ly/2DvA3X3>

Managing Employee Emotions During the COVID-19 Pandemic

<https://bit.ly/2Dvzdtn>

Understanding Grief in the Age of the COVID Pandemic

<https://bit.ly/3gN3Qsq>

7 Communication Strategies for Virtual Meetings <https://bit.ly/2DO5BqX>

COVID-19: The Right Way to Survey Employees During a Crisis

<https://bit.ly/2Feg1tO>



MotivationalSpeakerColette



ColetteCarlsonSpeaks



ColetteCarlson



ColetteCarlson



ColetteCarlson

**Interested In
bringing Colette in to
your organization?
Let's Connect!**

Contact Michelle Joyce,
Director of Events, at 704-965-2339