

PARTICIPANT HANDOUTS

“Lunchtime Learning” Professional Skill Development Distance Learning Series Event #4: Ask for What You Want

Presented by:

Maria Agnew, Sr. Resource Partner and Master Trainer, Influencing Options

Live Broadcast Date/Time:

Wednesday, July 15, 2015

12:00–1:00pm Mountain Time / 1:00–2:00pm Central Time

Series Overview:

Join Community Health Association of Mountain/Plains States (CHAMPS) and Colorado Community Health Network (CCHN) for the [**“Lunchtime Learning” Professional Skill Development Distance Learning Series!**](#) These six one-hour webcasts will take place between April and September of 2015. Participants may attend any selection of events; all are designed to provide professional development and skills improvement as a component of a continuous process of advanced practice transformation, with the goal of positively impacting retention rates at Region VIII health centers. The events are primarily targeted at health center administrative and clinical support staff, although staff members from all levels of the health center are welcome.

Event Overview:

Participants will be able to walk away with tools to "ask for what they want" in a conversation and recognize when someone is saying "NO" without saying "NO". You will be able to identify smoke screens and move conversations forward by using active listening tools and empathy, moving toward a solution.

Learning Objectives:

By the end of the session, participants will:

1. Understand presuming good intent
2. Understand the 3 Ps of challenging conversations – preparation, practice, plexi-glass
3. Learn to ask for what you want
4. Identify conversational smoke screens
5. Understand how to move a conversation forward

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SERIES TIMELINE

- Event #1: Student Loan Management and Repayment Options – Archive Available
- Event #2: Customer Service: The Art of Caring – Archive Available
- Event #3: Civility in the Workplace: Creating a Friendlier and More Productive Work Environment (06/17/15)
- Event #4: Foundations for Influencing: Asking for What You Want (07/15/15)
- Event #5: Foundations for Influencing: Facilitation of Problem Solving (08/19/15)
- Event #6: Cultural Competency (09/16/15)

Visit www.CHAMPSonline.org/Events/DistanceLearning.html for complete details, including registration for individual events.

CHAMPS ARCHIVES

This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/Events/DistanceLearning.html.

DESCRIPTION OF CCHN

Colorado Community Health Network (CCHN) is a non-profit organization representing the 18 Colorado Community Health Centers (CHCs) that together are the backbone of the primary health care safety-net in Colorado. CCHN is committed to educating policy makers and stakeholders about the unique needs of CHCs and their partners, providing resources to ensure that CHCs are strong organizations, and supporting CHCs in maintaining the highest quality care. For more information about CCHN, please visit www.cchn.org.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY

Maria Agnew is the Senior Resource Partner and Master Trainer at [Influencing Options](#), an organization that believes effective people always have options when they work to resolve issues directly and respectfully. Prior to joining Influencing Options, Maria worked in law enforcement for 24 years, and for the past 15 years she has held supervisory positions. Maria has an extensive background working in the public sector in a variety of criminal justice organizations, and has also worked with the US Forest Service, Bureau of Land Management, and other federal agencies. Maria has a diverse background in non-traditional work forces and experience conducting trainings and workshops that help organizations build a commitment culture through increasing trust.

Asking for What You Want

Presented by: Maria Agnew
Master Trainer/Consultant, Influencing Options

Wednesday, July 15, 2015
12PM-1PM Mountain Time / 1PM-2PM Central Time
Lunchtime Learning: Professional Skill Development
Distance Learning Series, Part 4 of 6

Hosted by:



www.cchn.org

www.championline.org

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Interactive Poll

How comfortable do you feel asking for what you want?

- Completely comfortable
- Somewhat comfortable
- Neutral
- Somewhat uncomfortable
- Completely uncomfortable



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Interactive Question

How many total people are watching this event at your computer (yourself included)?

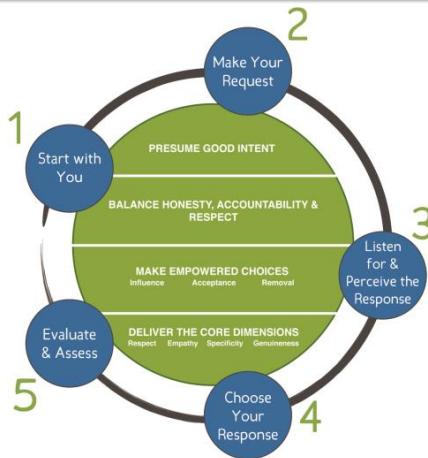
OVERVIEW **OBJECTIVES**

OBJECTIVES

1. Presuming Good Intent
2. The Three P's for Challenging Conversations
 1. Preparation
 2. Practice
 3. Plexi-glass
3. Learn to Ask for what you want.
4. Identifying Smoke screens and moving the conversation forward.

INFLUENCING MODEL OVERVIEW

INFLUENCING MODEL



LAYING A FOUNDATION



Interactive Poll

Have you ever walked away from a conversation and thought: “That could have gone better!”?

- Yes
- No

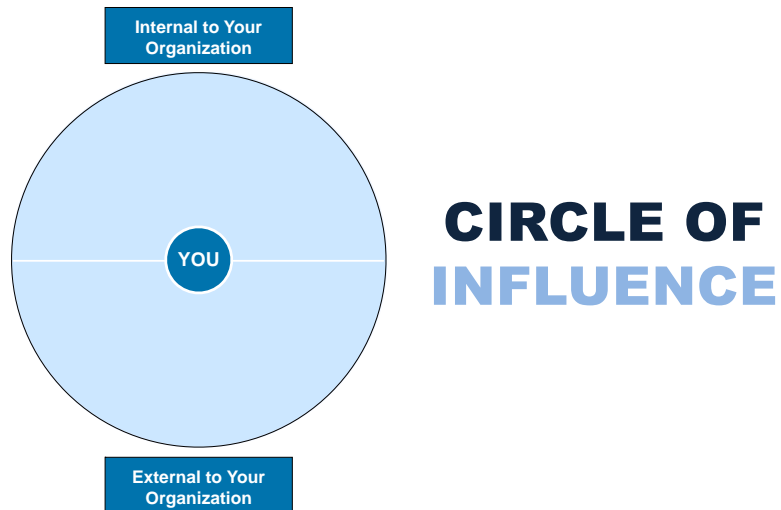


How you “Show Up” to the conversation matters!

PRESUME GOOD INTENT

3 Basic Assumptions

- 1. People want to do a good job**
(to please you / to be helpful / to be respected.)
- 2. They want to be recognized for their contributions**
(their abilities / their worth.)
- 3. They are generally motivated by intrinsic factors**
(their own enlightened self-interest = "WIIFM".)



EXERCISE:

Who in your Circle of Influence do you need to PREPARE to have a conversation with?

Identify that person now! Think about what you want to ask for.

Interactive Poll

Who has recently had to make a request of someone in your circle of Influence? Did you have one of these experiences ?

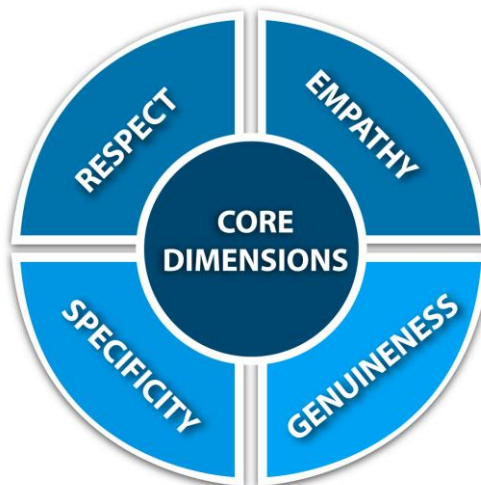
- a. The person reacted negatively.
- b. The person was defensive.
- c. The person said they would do something but did something completely different that what you agreed to?
- d. The person ignored you.



INFLUENCING MODEL



CORE DIMENSIONS



INFLUENCING PTIONS

PRACTICE:

Now is the time to identify Behaviors you want or need to have a conversation with someone about:

What behavior do you need to talk with someone about:

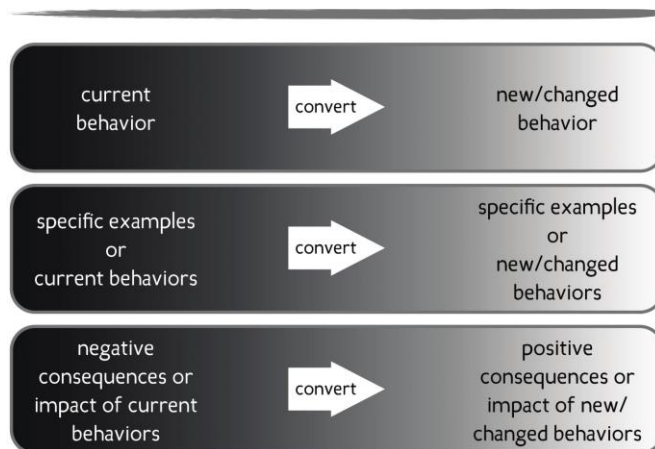
- Interrupting
- Being late
- Lack of Respect

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INFLUENCING PTIONS

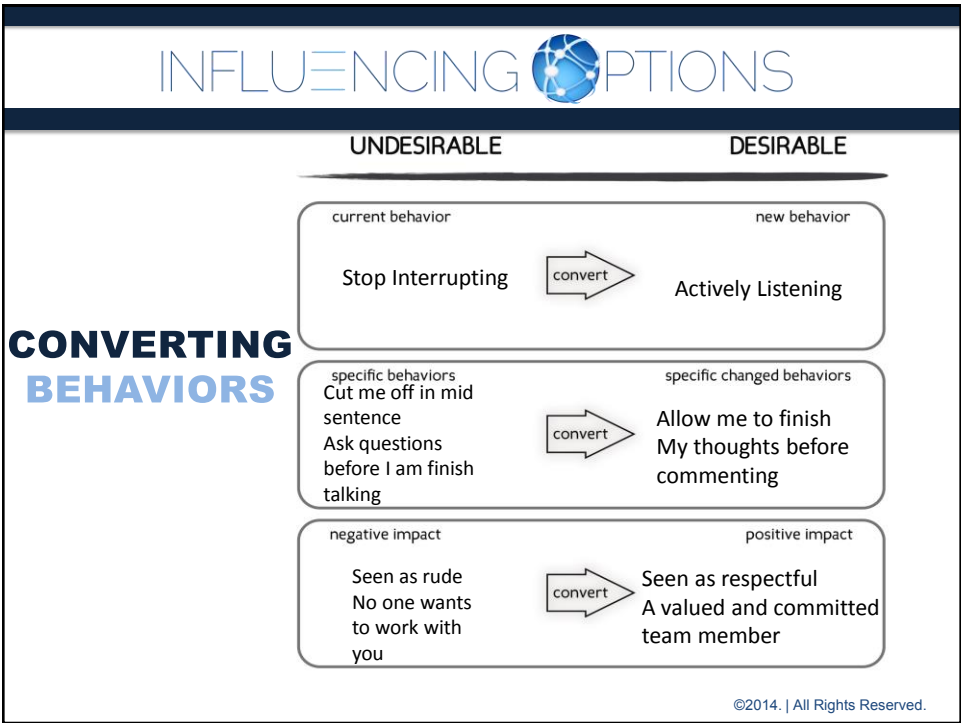
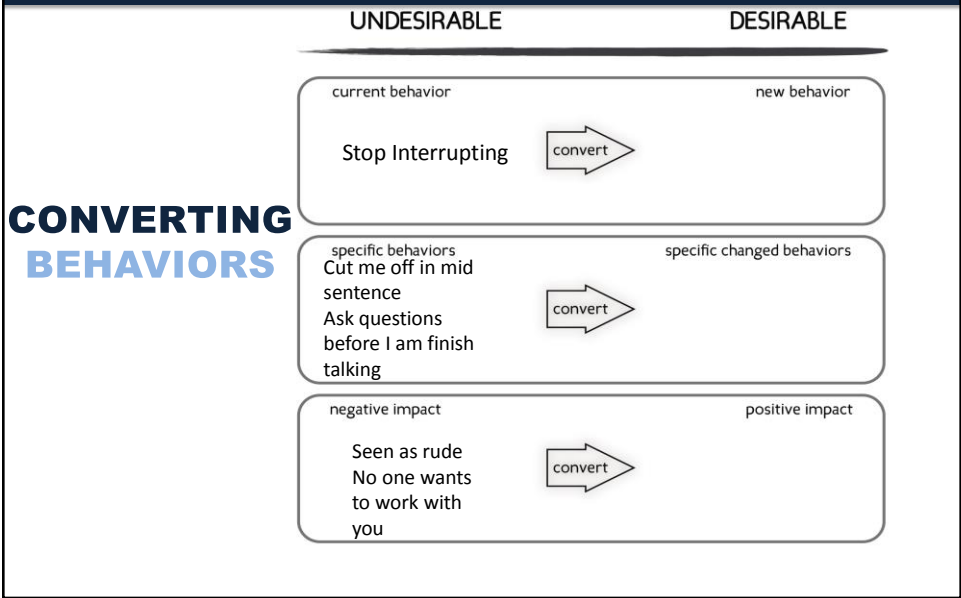
UNDESIRABLE

DESIRABLE



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INFLUENCING OPTIONS



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INFLUENCING OPTIONS



1. Own it with an “I” message
2. Convey the importance
3. Be specific
4. Share the impact

Ensure Delivery of the Core Principles

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INFLUENCING OPTIONS

INFLUENCING REQUEST

I _____ (degree of choice language) _____ (to + verb)

_____ (what you want) . By that I mean

_____ . And as a result _____ (add positive impact,

_____ answer the WIFM and make sure you've included why its

_____ important to you)

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INFLUENCING OPTIONS

INFLUENCING REQUEST

I _____ (to + verb)
(degree of choice language)
 Stop interrupting me _____ . By that I mean
(what you want)
 Allow me to completely finish my sentence _____

 And train of thought so you are fully informed _____

 before you speak, _____

 _____ You will have
(add positive impact,
 all the information and you will be seen as _____
answer the WIFM and make sure you've included why its
 respectful and committed team member. _____
important to you)

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INFLUENCING OPTIONS



- Listen to determine how much **YES** or **NO**
- Less than 100% **YES** there is some **NO** in it!
- Identify smoke screens.

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PERCEIVING RESPONSES

1. **LOOK** for emotion and body language
2. **LISTEN** for language
3. **RECOGNIZE** an emotionally charged response
4. **DELIVER** your initial response

LANGUAGE SMOKE SCREENS



INFLUENCING OPTIONS

Have you ever had some say one of these types of comments?

Well, I will see what I can do.

I am not sure. I will need to get back to you.

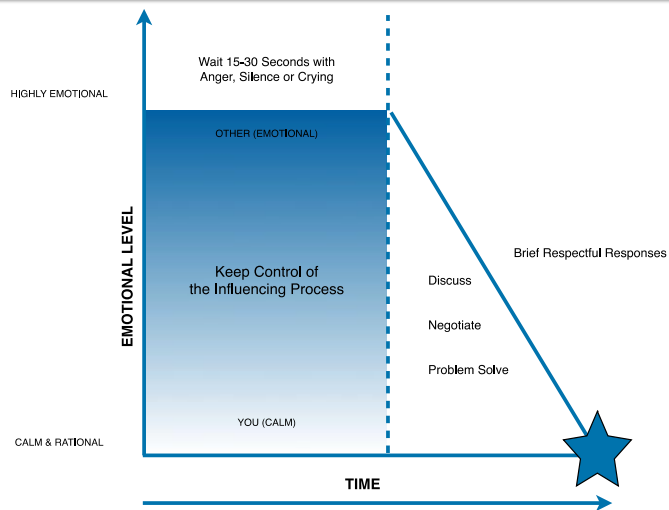
I really want to but...

I would but...

These are smoke screens.

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INFLUENCING OPTIONS



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DINOSAUR ANALOGY



INITIAL RESPONSE





ACTIVE LISTENING

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Ask good questions:

You sound frustrated. How can I help?

Is there anything I can do for you?

ACTIVE LISTENING

Keep open body language:

Make eye contact

Open body position

Head nod to express understanding

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EMPATHIC LISTENING

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Express you understand the
WHAT
And **WHY** without judgment!

Examples:

You look frustrated because Mary
Interrupted you!

I can see you are really upset over not
Getting that promotion.

You seem angry!

EMPATHIC LISTENING

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Please join us for our next event in the Lunchtime Learning Series, *Facilitation of Problem Solving* on August 19, 2015, 12:00 – 1:00 p.m. Mountain Time / 1:00 – 2:00 p.m. Central Time

Thank You for Joining Us!



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Your opinions are very important to us.

Please complete the Evaluation for this event. Those attending the entire event and completing the Evaluation questions will receive a Certificate of Participation.

Each person should fill out their own Evaluation Survey.

Please refer to the SurveyMonkey link provided under the “Handouts” tab of the online event. The same link was provided in the reminder email sent out in advance of the event, and will be included in a follow-up email to those logging onto the live event. Please pass the link along to others viewing the event around a shared computer.

To learn more about trainings offered by CHAMPS and CCHN, please visit:

www.CHAMPSonline.org/Events/
www.CCHN.org/training-and-events