

PARTICIPANT HANDOUTS

“Lunchtime Learning” Professional Skill Development Distance Learning Series Event #3: Foundations for Influencing - Communicating with a Goal in Mind Part A: Presuming Good Intent

Presented by:

Maria Agnew, Sr. Director of Business Development at Influencing Options

Live Broadcast Date/Time:

Wednesday, June 18, 2014

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 2014. Participants may attend any selection of events, all 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:

“Presuming Good Intent” is the first part in a three-part series on Foundations for Influencing. The three events that make up “Foundations for Influencing – Communicating with a Goal in Mind” will improve your ability to interact effectively with those around you. In addition to gaining the skills needed to influence others at all levels of your organization with integrity, you will understand your own contributions to these communications, and learn when, and how, to negotiate. You’ll leave with tips and tools you can put immediately into practice, strengthening your relationships both professionally and personally.

Learning Objectives:

Participants will:

1. Define influencing and confrontation.
2. Identify the key elements to presuming good intent.
3. Learn how to recognize the importance of balancing accountability, respect, and honesty.
4. Use the 3 empowering options for influencing.

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SERIES TIMELINE

- Event #1: Tell Your Money Who's Boss (04/30/14) **Archive Available!**
- Event #2: Create Great Credit (05/21/14) **Archive Available!**
- Event #3: Foundations for Influencing - Presuming Good Intent (06/18/14)
- Event #4: Foundations for Influencing - The Art of Developing Trust & Personal Power (07/23/14)
- Event #5: Foundations for Influencing - Influencing through Negotiation (08/20/14)
- Event #6: Motivational Interviewing (09/17/14)

Visit www.CHAMPSonline.org/Events/DistanceLearning.html#LunchtimeLearning 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 Director of Business Development 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.

INFLUENCING OPTIONS

Foundations for Influencing

Part A:

Presuming Good Intent

Wednesday, June 18, 2014

12PM-1PM Mountain Time / 1PM-2PM Central Time

Lunchtime Learning: Professional Skill Development

Distance Learning Series, Part 3 of 6

Hosted by:



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Community
Health
Association of
Mountain/
Plains
States

www.cchn.org

www.championline.org

Interactive Poll

How often do you influence someone personally or professionally?

- Every day
- Once a week
- Once a month
- Never
- Not sure



Interactive Question

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

LEARNING OBJECTIVES



1. Define influencing and confrontation.
2. Identify the key elements to presuming good intent.
3. Learn how to recognize the importance of balancing accountability, respect, and honesty.
4. Use the 3 empowering options for influencing.



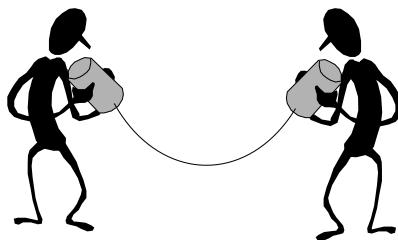
PRE-QUESTION

DEFINE INFLUENCING

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Definition of Influencing

Communicating with a goal in mind;
getting others to do what you want or
need them to do, while increasing
trust and decreasing defensiveness.



Definition of Confrontation

- A respectful request for a new behavior or behavior change.
- “Ask for what you want!”



THE INFLUENCING MODEL OVERVIEW



INFLUENCING MODEL



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CORE PRINCIPLES



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LAYING A FOUNDATION

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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”.)

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BALANCE
HONESTY
ACCOUNTABILITY
RESPECT

Interactive Question

Do you feel that you currently use these skills at work or in your personal lives?

- Yes
- No
- Not sure



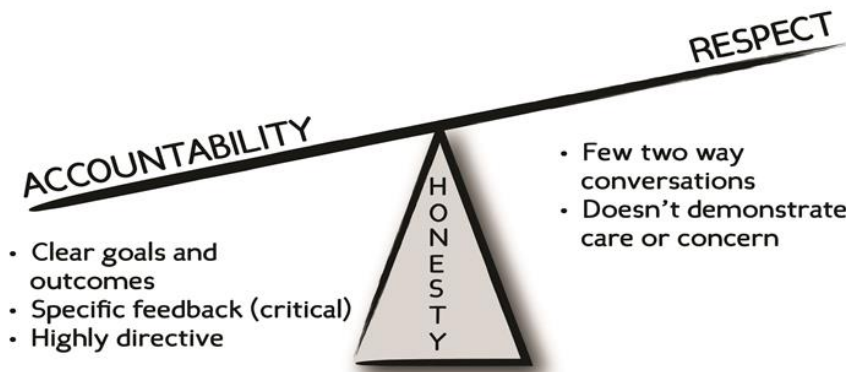


Fig 1.2
Balancing Accountability & Respect

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Interactive Question

What do you think is the outcome when you are too heavy on accountability?

- A very disciplined work environment
- Mis-management of employees
- Micro-management of tasks and people
- Much happier employees because they are being told what to do

RESULT = micromanaging
(lack of trust)
Lower Performance

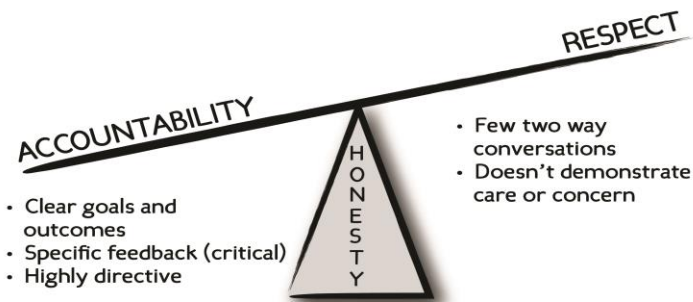


Fig 1.2
Balancing Accountability & Respect

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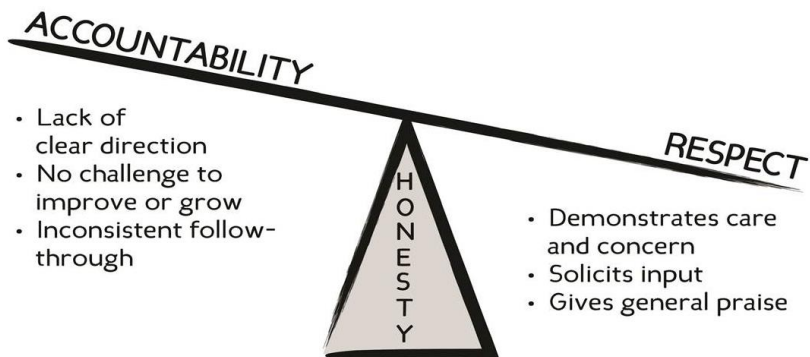


Fig 1.3
Balancing Accountability & Respect

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Interactive Question

Respect is more important than accountability.

- True
- False



RESULT= nothing gets done, eventual loss of credibility lower performance

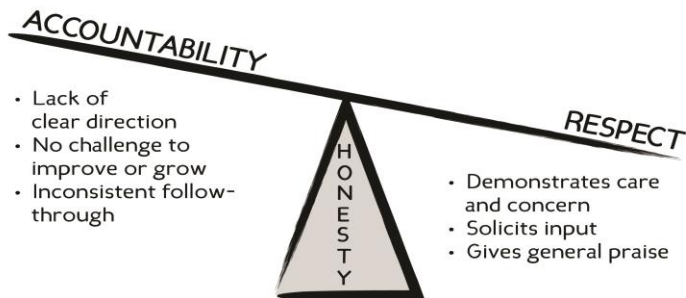


Fig 1.3
Balancing Accountability & Respect

RESULT = Balance creates most effective leadership and communication.

ACCOUNTABILITY

- Clear goals & outcomes
- Specific feedback (+ & -)
- Encourages growth & development



RESPECT

- Demonstrates care and concern
- Solicits 2-way conversation
- Offers praise & recognition

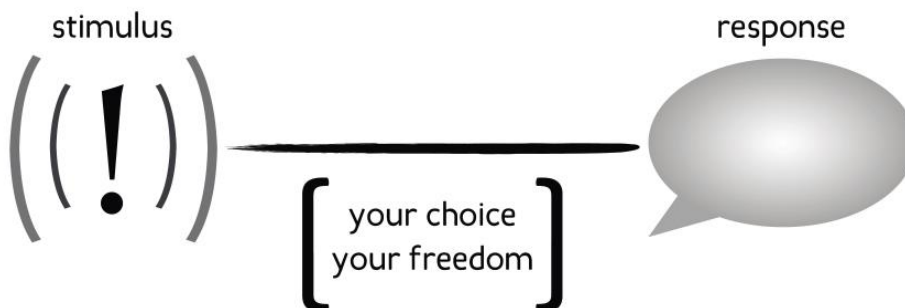


MAKE EMPOWERED CHOICES

Interactive Question

How often do you think you have control over how you respond to an issue or situation?

- Not very often
- Sometimes
- Most of the time
- All of the time



3 EFFECTIVE OPTIONS

1 - Influence

2 - Acceptance

3 - Removal



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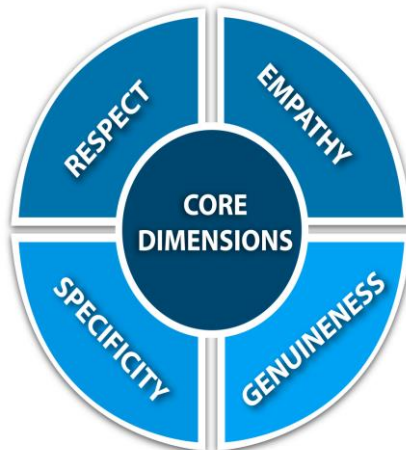
Interactive Question

Rate yourself. What percentage of time do you think you spend in the TOXIC ZONE?

- Less than 20%
- 20-40%
- 40-60%
- 60-80%



CORE DIMENSIONS



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LEARNING OBJECTIVES



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QUESTIONS



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INFLUENCING PTIONS

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Please join us for our next event in this 3-part series, **Foundations for Influencing Part B – The Art of Developing Trust and Personal Power on **July 23, 2014, 12:00 – 1:00 p.m. Mountain Time / 1:00 – 2:00 p.m. Central Time****

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Thank You for Joining Us!



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**Community
Health
Association of
Mountain/
Plains
States**

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