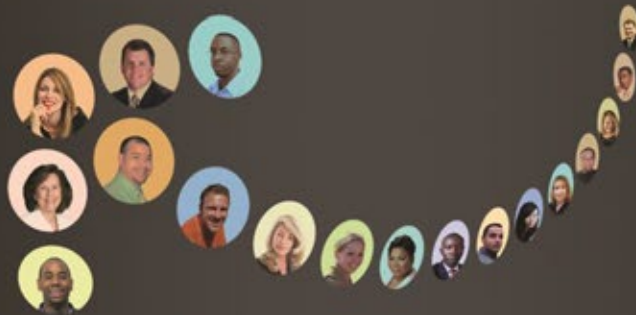




EVERYONE COMMUNICATES FEW CONNECT

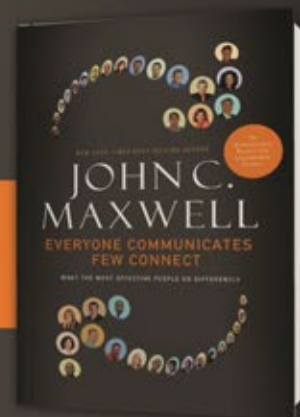
WHAT THE MOST EFFECTIVE PEOPLE DO DIFFERENTLY



MASTERMIND GUIDE PARTICIPANT

The
JOHN MAXWELL
Team

Based on the book
by John C. Maxwell



EVERYONE COMMUNICATES FEW CONNECT

Information

MASTERMIND OUTLINE:

SESSIONS

DATE

1: Connecting Increases Your Influence In Every Situation	Pg. 4	_____
2: Connecting Is All About Others	Pg. 11	_____
3: Connecting Goes Beyond Words	Pg. 19	_____
4. Connecting Always Requires Energy	Pg. 25	_____
5. Connecting Is More Skill Than Natural Talent	Pg. 34	_____
6. Connectors Connect on Common Ground	Pg. 42	_____
7. Connectors Do the Difficult Work of Keeping It Simple	Pg. 53	_____
8. Connectors Create an Experience Everyone Enjoys	Pg. 59	_____
9. Connectors Inspire People	Pg. 67	_____
10. Connectors Live What They Communicate	Pg. 76	_____

PARTICIPANT VALUES:

- BE Committed to the Group
- BE Ready to Add Value to Each Member
- BE On Time
- BE Free of Your Cell Phone
- BE Encouraging
- BE Willing to Learn from Other Members

EXPECTATIONS: This will be a life changing Mastermind if I...

EVERYONE COMMUNICATES FEW CONNECT

Information

MY MASTERMIND MEMBERS:

Name

Phone

Email

“Have the humility to learn from those around you.” – John C. Maxwell

EVERYONE COMMUNICATES FEW CONNECT

INTRODUCTION

*“Even if connecting with others isn’t something you’re good at today,
you can learn how to do it and become better tomorrow.”*

What could change in your life if you developed as a better communicator?

What effectiveness could you add as a better communicator?

What weaknesses could you subtract if you connected better with others?

By connecting better, how could you make a greater impact in your relationships?

How could you multiply the difference and impact you have on others by working to become a better connector?

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

Chapter 1

CONNECTING INCREASES YOUR INFLUENCE IN EVERY SITUATION

Discussion:

How would things change at work if you were better able to connect with your boss and colleagues?

How would your personal relationships be different if you were better able to connect with others?

If you are in a relationship or have a significant other or children, how would those relationships differ if you connected better?

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

HOW CAN YOU REALLY COMMUNICATE WITH OTHERS?

1. Connecting _____ You or Break You.
2. Connecting is _____.
3. Connecting is _____ | for Leaders.
4. Connecting Helps in _____ of Life.
5. The _____ to Connect.
6. The _____ to Change.

Which of the above ways in which you connect speaks to you the most?
Why?

TAKING STOCK OF YOUR COMMUNICATION SKILLS

As John began evaluating his own communication skills, here is what he learned about himself:

- There were things I could change but didn't know how to change

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

How do you identify with John's discovery?

- My coping skills were greater than my connecting skills

When have you found yourself coping instead of connecting?

- I wanted to make a difference, not just know about the difference

What do you need to fight for when it comes to connecting?

- I needed more than courage to change things – I needed connecting skills

The courage to change requires _____ to have a positive influence on others.

- More talk isn't the answer

How does talking less allow you to connect more?

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

IT STARTS WITH YOUR ATTITUDE

Your attitude in not only “_____” you connect with people, but “_____” you want to connect with people.

How can your attitude impact your connecting ability?

Why do you want to connect with others? What are you attempting to achieve?

TO BE EFFECTIVE IN ANY AREA OF LIFE, CONNECT

The key idea to learn in this lesson is “any area.” Just like leading, connecting isn’t about when you’re only at work, or dealing with your team.

You want to pay attention to how you can connect with every kind of person in any kind of situation.

Where in your world today, do you need to improve connecting?

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

You connect better by:

- Focusing on _____
- Expanding your _____ beyond just words
- Marshaling your _____ for connecting
- Gaining _____ in how great connectors connect

We will learn how to acquire the practical skills of connecting, such as:

- Finding _____
- Making your communication _____
- Capturing people's _____
- _____ others, and
- Being _____

EVERYONE COMMUNICATES FEW CONNECT

Chapter 1
Connecting
Increases Your
Influence
In Every Situation

APPLICATION: Connecting With People At All Levels

Connecting Principle: Connecting increases your influence in every situation.

Key Concept: The smaller the group, the more important it is to connect.

Connecting One-On-One

Eighty to ninety percent of connecting occurs one-on-one. Therefore, it is more important to be able to connect with people one-on-one than being able to do it in a group or with an audience. You will be able to apply what you learn about connecting one-on-one to how you connect in a group or with an audience.

To connect better one-on-one:

1. Talk more about the other person and less about yourself
2. Bring something of value, such as helpful story, quote, book, web link, etc., to give someone to add value to their life.
3. At the close of every conversation, ask if there is something you can do to help them...then be sure to follow through.

What are you going to do to increase your ability to connect one-on-one?

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Chapter 1
Connecting
Increases Your
Influence
In Every Situation

Connecting in a Group

Connecting with a group requires you to take initiative with the people in the group. You can do this by:

1. Looking for ways to compliment people in the group for their ideas and actions.
2. Look for ways to add value to the people in the group.
3. Don't take credit when the group succeeds and don't cast blame when it fails.
4. Find ways to help the group celebrate their successes together.

What are you going to do to increase your ability to connect in a group?

Connecting with an Audience

You can connect with an audience by:

1. Sharing your excitement for being with them.
2. Let them know you want to add value to them.
3. Let them know how they (or their organization) add value to you.

What are you going to do to increase your ability to connect with an audience?

Discuss your decisions with the Mastermind Group next week

Read Chapter 2 for the next meeting

Chapter 2: CONNECTING IS ALL ABOUT OTHERS

Discuss the story about Carlos the tour guide.

When have you experienced this personally or when have you been Carlos?

NOT GETTING THE MESSAGE

When have you said:

- “Why aren’t people listening to me?”
- “Why aren’t people helping me?”
- “Why aren’t people following me?”

What is the problem with these questions?

Self-centered teachers _____ incredible opportunities in life by failing to connect.

Good teachers, leaders, and speakers see themselves as _____ and focus on helping others learn.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 2
Connecting Is All
About Others

THE LIGHTBULB MOMENT

When did you experience a lightbulb moment that shifted you from a communicator and connector?

“If you first help people get what they want, they will help you get what you want.”

Zig Ziglar

Why is this counterintuitive for your business?

IT'S NOT ABOUT ME!

Connecting is never about _____. It's about the person with whom I'm communicating.

If you want to connect with others you have to get _____.

Reasons People Don't Connect:

- _____

Maturity is the ability to _____ and _____ on behalf of others.

Immature people don't see things from _____ else's point of view.

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Chapter 2 Connecting Is All About Others

How is this perspective difficult in today's world?

- _____

When has your ego got in the way of you connecting?

- Failure to _____ Everyone

To _____ value to others, one must first _____ others.

Who in your life or on your team do you have a challenge seeing them as having value?

What needs to change in you?

- _____

To often people place too much focus on themselves and not on others because they are _____.

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Chapter 2
Connecting Is All
About Others

What scenario creates insecurity within you?

How is that hindering you from connecting with people?

A MATTER OF CONNECTION

“We aren’t in the coffee business, serving people. We’re in the people business, serving coffee.” — Nabi Saleh

What business are you in?

THREE QUESTIONS PEOPLE ARE ASKING ABOUT YOU

You must _____ on connecting with others.

You must have the right _____.

You must communicate the attitude of _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 2 Connecting Is All About Others

Three questions to ask yourself when interacting with others:

1. Do You _____ For Me?

_____ creates connection between people.

How can you know if the people you are communicating with understand you care?

Whenever you can help people to understand that you genuinely care about them, you open the door to _____, _____, and _____.

2. Can You _____ Me?

Are you _____ when you are communicating or are you _____?

When might you have been selling more than helping in your communicating? Meetings, presentations, one-on-one conversations, etc.

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Chapter 2
Connecting Is All
About Others

3. Can I _____ You?

When have you connected because you trusted someone?

IF I WERE YOU...

Spend time trying to think from others' _____ and explore what would be _____ to them.

You can connect with people if you're willing to get off your own _____, to _____ about others, and to try to understand who they _____ and what they _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 2
Connecting Is All
About Others

APPLICATION: Connecting With People At All Levels

Connecting Principle: Connecting is all about others.

Key Concept: Connecting begins when the other person feels valued.

Connecting One-On-One

How can you connect with people one-on-one?

1. Know what people value by being a good listener when you are with them.
2. Find out what they value.
3. Share your own similar values.
4. Build your relationship on those common values.

What are you going to do to increase your ability to connect one-on-one?

Connecting in a Group

To connect with people in a group setting:

1. Discover and identify the strengths of each person.
2. Acknowledge the value of each person's strengths and potential contributions.
3. Invite input and allow people to lead in their area of strength.

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Chapter 2
Connecting Is All
About Others

What are you going to do to increase your ability to connect in a group?

Connecting with an Audience

Speakers fail to connect because they give the impression that they and their communication are more important than their audience.

Show your audience that they are important to you.

1. Express your appreciation to them.
2. Do something special for them.

What are some unique things you can do for your audience?

3. See everyone in the audience as a “10.”
It’s good to have high expectations.
4. Tell them how much you enjoy them.

Discuss your decisions with the Mastermind Group next week

Read Chapter 3 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 3 Connecting Goes Beyond Words

Chapter 3: CONNECTING GOES BEYOND WORDS

Describe an instance when you did not communicate well with someone because you did not have a connection first. Why do you think it was difficult?

YOUR ACTIONS SPEAK SO LOUDLY, I CAN'T HEAR YOUR WORDS

More than 90 percent of the impression we often convey has nothing to do with what we actually say. Communication is not always about your words.

When we communicate we must include:

Thought: Something we _____

Emotion: Something we _____

Action: Something we _____

THE CHARACTERISTICS OF CONNECTION

What are some characteristics you would find in connecting with others?

Any message you try to convey must contain a _____ of _____.

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Chapter 3
Connecting Goes
Beyond Words

When have you been given someone else's message to deliver and what did you do to "make it yours?"

A Connection Checklist

- _____ : Did you do your best?
- _____ : Did you please your supervisor/team/client?
- _____ : Did you understand and relate to your "audience?"
- _____ : Did you add value to others?
- _____ : Did you give or help people develop a game plan?
- _____ : Did you make a difference? Demonstrates

Review this list and discuss one area where you could improve and why?

THE FOUR COMPONENTS OF CONNECTION

1. What People See – Connecting _____

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Chapter 3 Connecting Goes Beyond Words

When did you ever judge someone negatively based on their appearance?

What did you observe? Was it an accurate assessment?

- Eliminate _____
Do you have any distracting characteristics?
- Expand Your _____ of _____
Would someone describe you as expressive or reflective?
- Move with a _____ of _____
- Maintain an _____ Posture
What are some barriers you could remove to connect with others?
- Pay Attention to _____
What things do you need to be aware of in your surroundings to become more connecting?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 3 Connecting Goes Beyond Words

2. What People Understand – Connecting _____

Know Your _____

“If you don’t live it, it won’t come out of your horn.” — Charlie Parker

You have to bring _____ and _____, together to connect consistently.

When have you experienced a gap in having experience and just possessing knowledge?

_____:

When you find yourself, you find your _____. You must have your own voice. Don’t try to imitate others. Be yourself.

3. What People Feel – Connecting _____

People may hear your words, but they feel your _____.

How would others describe your attitude?

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Chapter 3 Connecting Goes Beyond Words

4. What People Hear – Connecting _____

What we say and how we say things make a huge impact.

Everything in your _____ communicates your message.

Putting It All Together: It's important to find your own _____.

What great communicators have you learned from?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 3 Connecting Goes Beyond Words

APPLICATION: Connecting With People At All Levels

Connecting Principle: Connecting goes beyond words.

Key Concept: The more you do go beyond words, the greater the chance you will connect with people.

Connecting One-On-One

1. Connect visually by giving the other person your complete attention.
2. Connect intellectually by asking questions.
3. Connect emotionally through touch (honor boundaries)

Connecting in a Group

1. Connect visually by setting the example
2. Connect intellectually by investing in people's growth
3. Connect emotionally by honoring the group's effort.

Connecting with an Audience

1. Connect visually by smiling.
2. Connect intellectually by pausing strategically.
3. Connect emotionally through expressions, laughter, and tears.

Discuss your decisions with the Mastermind Group next week

Read Chapter 4 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

Chapter 4: CONNECTING ALWAYS REQUIRES ENERGY

Make a list of the top 3 people you love connecting with. What do they bring to the relationship that invites you to interact with them?

THEY GET OUT OF IT WHAT YOU PUT IN

You can't just show up and expect things to work out when communicating with others. You have to prepare.

You must think about how to connect with them _____ and _____.

- Searching for _____ of Our Time Together

What could you bring to your next event or appointment that would help you connect with the person from the past?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

- Working to _____ Their Names

When was the last time you had someone introduce themselves and seconds later you've already forgotten their name?

- Trying to Make Them _____

What are some ways you can help someone feel special?

- Making My Visit _____ for as Many People as Possible

How did John draw people in with a personal touch?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

- Going Out of My Way to Spend _____ with People
- Sharing My _____ During the Sermon

How can admitting your blunders help you connect?

- _____ Them as Part of My Success

YOU'VE GOT TO BRING IT

The professor share the “Four Unpardonable Sins of a Communicator:”

1. Being _____
2. Being _____
3. Being _____
4. Being _____

All four sins require energy.

Ten Tips For Networking

How to Work a Room, by Susan RoAne:

1. Possess the ability to make others feel _____.
2. Appear to be _____ and at _____.
3. Have an ability to _____ at themselves (not at others).
4. Show interest in others; they maintain eye contact, self-disclose, ask questions, and _____.
5. Extend themselves to others; they lean into a greeting with a _____ and a smile.
6. Convey a sense of _____ and _____.
7. Are well rounded, well _____, and well _____.
8. Prepare vignettes or stories of actual _____ that are interesting, humorous, and appropriate.
9. Introduce people to each other with an infectious _____ that motivates conversation between new introductions.
10. Convey _____ and genuinely _____ – the core of communicating.

What three tips are you going to intentionally add to your networking toolbox and why?

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Chapter 4
Connecting
Always Requires
Energy

FIVE PROACTIVE WAYS TO USE ENERGY FOR CONNECTING

“Twenty years ago, I had to make a decision to not hide behind my introverted personality and to connect with others. Now when I tell people at work I’m an introvert, they laugh.” — Laurinda Bellinger

Are you an introvert or extravert?

How have you adapted so you can connect?

1. Connecting Requires _____

John says “leaders go first.”

What could happen when you hesitate to initiate connecting in a group?

2. Connecting Requires _____

(1) _____ Preparation

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Chapter 4
Connecting
Always Requires
Energy

_____ yourself and _____ yourself so you gain _____
and _____ clarity.

(2) _____ Preparation

Great Questions to Use

- _____ are they?
- _____ do they care about?
- Where do they come from?
- _____ are they here?
- _____ do I have to offer them?
- _____ do they want to feel when we conclude?

(3) _____ Preparation

If you communicate and connect well, you must know what you're
talking about: deliver _____.

What are some ways you can add depth in your material to add value
to others?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

3. Connecting Requires _____

Good connectors _____.

What does slowing down allow you to do with your team?

4. Connecting Requires _____

There are people who _____ and people who _____.

Which are the great connectors?

We feel _____ to givers and _____ by takers.

5. Connecting Requires _____

Connecting with others in a truly genuine, intentional, and authentic way can be very taxing _____, _____, and _____.

What strategies can you put in place to ensure you fill up your reserves?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

APPLICATION: Connecting With People At All Levels

Connecting Principle: Connecting always requires energy.

Key Concept: The larger the group, the more energy that's required to connect.

Connecting One-On-One

1. Write on a piece of paper the significant things that happen to you during the day.
2. For important things, tell no one else before sharing it with the specific person.
3. Take time each day to go over your lists with each other.

Connecting in a Group

1. Go to each person before your session begins and introduce yourself.
2. Discover something unique about each person by asking individual's questions.
3. Give the group ownership of the meeting/session.
4. Draw people in by telling others of one's uniqueness and how it relates to the subject.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 4
Connecting
Always Requires
Energy

Connecting with an Audience

1. People come to any event expecting to receive, not give.
2. The larger the crowd is, the more energy you must provide.
3. The more energy you bring, the better you are at conveying energy to your audience.

Discuss your decisions with the Mastermind Group next week

Read Chapter 5 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 5
Connecting Is
More Skill Than
Natural Talent

Chapter 5:

CONNECTING IS MORE SKILL THAN NATURAL TALENT

When did you go to a conference with several speakers and what was it that separated those who connected with you from those who failed to connect with you?

What did they do differently?

Where were they effective?

COMMUNICATING ON THE HIGHEST LEVEL

From what John shared about attending the conference, what did you discover about connecting with a crowd?

Review the following list and discuss his observations.

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Chapter 5
Connecting Is
More Skill Than
Natural Talent

The Non-Connectors:

1. Spoke in a monotone voice.
2. Totally devoid of passion and conviction.
3. Spoke for the duration of his segment and said absolutely nothing.
4. Spoke down to the audience.
5. Came across as, “I know something that you don’t.”
6. Had an angry demeanor.
7. His body language, facial expressions and language displayed a negative attitude.
8. Each of these speakers lost their audience by exhibiting these qualities and “skills” that contributed their ability to not connect.

The Connectors:

1. They got the audience laughing while also thinking by asking questions.
2. They were electric, meaning that you could feel what they felt.
3. They moved the audience, creating the kind of feeling that makes you want to stand and cheer at the end.
4. They used illustrations. First, providing a logical statement then backing it up with a powerful story.
5. They possessed a great sense of confidence, so strong that she made every person in the audience feel like her best friend.
6. He made everything he talked about sound new, so that you were actually learning something.
7. And lastly, one of the connecting speakers put everyone at ease; giving them a great sense of security. By being confident in himself, he made the audience feel confident and gave them hope.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 5
Connecting Is
More Skill Than
Natural Talent

Connecting is a skill that can be learned.

IT'S NO ACCIDENT

“The greatest problem in communication is the illusion that it has been accomplished.”

— Jesse Giglio

Briefly describe an encounter when you assumed you were misunderstood.

WHAT MAKES PEOPLE LISTEN

You must learn to communicate with others by making the most of whatever skills and experience you have.

- _____ – Who You Know

One of the quickest ways to gain credibility with a person or group is to _____ it from someone else who already has credibility with them.

How did Dr. Phil and Dr. Oz benefit from this principle?

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Chapter 5
Connecting Is
More Skill Than
Natural Talent

- _____ – What You Know

Where is an area of expertise if you shared it with others, you would give people reasons to respect you and develop a sense of connection with you?

- _____ – What You Have Done

People want to be _____ and they seek out others who have _____ something to get their advice.

- _____ – What You Can Do

What ability do you have that would enable you to connect with others?

- _____ – How you Have Lived

If you have made _____ suffered _____, or _____, many people will relate to you.

Name a speaker who was vulnerable about a tragedy in his or her life that you instantly connected with?

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Chapter 5
Connecting Is
More Skill Than
Natural Talent

Why did it happen?

What experience in your life could you use that was difficult to build a bridge to someone else?

THE ART OF CONNECTING

Charlie Wetzel

Connecting with a Live Audience

1. Possess Great _____

It is difficult to connect and enjoy speakers who are _____.

2. Exhibit _____

To connect with people, be _____, at your _____.

3. _____ Thoroughly

You prepare by always be _____ and _____.

4. Utilizes _____

Being funny, whether through a good joke, or _____ at yourself, helps you connect with an audience.

5. Focuses on _____

EVERYONE COMMUNICATES FEW CONNECT

Chapter 5
Connecting Is
More Skill Than
Natural Talent

Find ways to create _____ and to _____ other people.

Which of the 5 qualities do you need to spend time developing?

Connecting One-on-One:

John connects with people one-on-one by using intentional inclusion.

How could you use intentional inclusion to increase your connections one on one?

Can you think of a person who you work with that you could make a deeper connection by doing these two things? Share examples.

Connecting Through the Written Word:

What could you do to change the way you write to help the reader feel the same as if they were talking with you personally?

BECOMING A CONNECTING COMMUNICATOR IS A PROCESS

What steps are you going to take to become a better connector?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 5
Connecting Is
More Skill Than
Natural Talent

APPLICATION: Connecting With People At All Levels

Connecting Principle: Connecting is more skill than natural talent.

Key Concept: The skills you learn to connect at one level can be used to start connecting at the next level.

Connecting One-On-One

- Have interest in the person.
- Place value on the person.
- Put his or her interests ahead of your own.
- Express gratitude to and for that person.

Connecting in a Group

- Show interest in each person in your group.
- Place value on each person by pointing out his or her value to others in the group.
- Make it your goal to add value to everyone in the group.
- Express your gratitude to each person in front of others.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 5
Connecting Is
More Skill Than
Natural Talent

Connecting with an Audience

- Meet and greet members of your audience before you speak if possible.
- Prepare your talk because you value them, their person, and their time.
- Put people first by letting them know you are there to serve them.
What are some of the ways you can uniquely serve others?
- Express gratitude and thank your audience for their time.

Discuss your decisions with the Mastermind Group next week

Read Chapter 6 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6
Connectors
Connect On
Common Ground

Chapter 6:

CONNECTORS CONNECT ON COMMON GROUND

The first rule of communication is to look for _____.

Think about times when you've been able to or have seen conflicts resolves, negotiations go well, an effective meeting, etc.

What common ground did you observe?

And in contrast, when these didn't go well, what did you notice about common ground.

"If you can pinpoint how those around you experience the world, and really try to experience the world the same way they do, you'll be amazed at how effective your communication will become." – Terry Felber

BARRIERS TO FINDING A COMMON GROUND

Four Barriers to finding common ground:

1. _____ – "I Already Know What Others Know, Feel, and Want"

We make _____ when we should be making _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6
Connectors
Connect On
Common Ground

When have you made assumptions that prevented you from connecting with someone?

When you make assumptions, you stop paying attention to people and miss clues that would help you find common ground with them.

What are the assumptions you are making with someone right now who you are not connecting with? What are you missing?

2. _____ – “I Don’t Need To Know What Others Know, Feel, or Want”

Discuss this quote of John’s”

“You can’t build a relationship with everybody in the room when you don’t care about anybody in the room.”

How have you seen arrogance as a hindrance to connecting?

3. _____ – “I Don’t Care To Know What Others Know, Feel, or Want”

Indifference is a form of _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6
Connectors
Connect On
Common Ground

How does indifference appear when trying to connect?

4. _____ – “I Don’t Want Others to Know What I Know, Feel, or Want”

Connecting requires _____.

Why do you think people control relationships and are closed to allowing others to enter their world?

Good leaders and communicators don’t _____ themselves, and they don’t deliberately keep people in the _____.

You cannot establish _____ if you refuse to let anyone know who you are or what you believe.

Where are you exercising control resulting in a lack of connection?

CULTIVATING A COMMON GROUND MINDSET

Anyone can learn to _____ better because connecting is a _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6 Connectors Connect On Common Ground

When did you have an opportunity to connect but you chose not to?

What did you miss?

- _____ – “I Will Choose to Spend Time With Others”

As a leader and communicator, John has always made it his goal to be available to others. Don't _____; stay _____d.

Who do you need to find an opportunity with where you can get engaged or reengaged?

- _____ – “I Will Listen My Way to Common Ground”

Finding common ground requires us to _____ to others.

“Listening requires giving up our favorite pastime - involvement in ourselves and our own self-interest.” – Sonya Hamlin

When was the time when did focus on yourself than on others?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6 Connectors Connect On Common Ground

- _____ – “I Will Be Interested Enough In Others to Ask Questions

The greatest question ever asked is _____?

Why do you think that is?

- _____ – “I Will Think of Others and Look for Ways to Thank Them”

Can you think of a time when you felt similarly about someone like Joe and then something surprising happened?

If you are able to show a similar kind of _____, you will also find common ground with others.

- _____ – “I Will Let People Into My Life”

The word *communication* comes from the Latin word *communis*, meaning “common.”

Communication is all about the _____ of finding commonality with others.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6
Connectors
Connect On
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How would you rate your “openness” factor for allowing people in?

- _____ – “I Will Care About People”

People don't care how much you _____ until they know how much you _____.

How does this statement resonate with you?

- _____ – “I Will Think of Myself Less so I Can Think of Others More”

_____ plays up ones strengths to receive praise.

_____ raises up others so they can be praised.

Discuss these statements and the differences, and sometimes subtle ones.

If you want to _____ people, don't talk about your successes; talk about your _____.

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Chapter 6
Connectors
Connect On
Common Ground

How did John use failure to connect with the audience?

- _____ – “I Will Move From My World to Theirs”

We must try to adapt to others and try to see things from their

_____.

How can you do this?

CONNECTORS GO FIRST

Four Pointers to help you become a better communicator:

1. Ask, “Do I _____ What You Feel?”
Before Asking, “Do You Feel What I Feel?”

If you want to find common ground with others, the place to begin is their

_____.

If you can connect on an _____ level, connecting is much easier
on every other level.

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Chapter 6
Connectors
Connect On
Common Ground

How have you connected with others on an emotional level?

2. Ask, “Do I _____ What You See?”
Before Asking, “Do You See What I See?”

What are you going to do help seek other’s perspective first?

When did you see or interpret an experience differently from others and how would you try to establish a common understanding?

- Ask, “Do I _____ What You Know?”
Before Asking, “Do You Know What I Know?”

The person who gives answers before understanding the _____
is very foolish. When were you foolish like this?

What are the benefits of learning what others know first?

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Chapter 6
Connectors
Connect On
Common Ground

- Ask, “Do I Know What You Want?”
Before Asking, “Do You Know What I Want?”

Knowing what others want helps you figure out how to meet their _____.

To really understand people, you must know what they want and the means you have to go beyond their _____ to their _____.

Three questions to get insight into someone’s heart are:

What do you _____ about?

What do you _____ about?

What do you _____ about?

Take some time and answer those three questions together.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 6
Connectors
Connect On
Common Ground

APPLICATION: Connecting With People At All Levels

Connecting Practice: Connectors connect on common ground.

Key Concept: Know the reasons you and your listener want to communicate and build a bridge between those reasons.

Connecting One-On-One

- To connect on common ground, you must know your reason, know the other person's reason, and find a way to connect the two.
- Ask questions with an eye for common interests and experiences.

Review the 4 barriers and discuss one barrier you need to remove.

Connecting in a Group

- Finding common ground in a group is a little more difficult because you can't focus on just a single person.
- To find a good starting point for common ground in a group ask, "What brought us together?"
- If the group is together because of a forced or directed circumstance ask, "What is the one goal that all of us have?"

Where can you use these connecting questions in a group this week?

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Chapter 6
Connectors
Connect On
Common Ground

Connecting with an Audience

- FEEL: Try to sense what the *feel* and acknowledge and validate their feelings.
- FELT: Share with them that you have also *felt* the same way.
- FOUND: Share with them what you *found* that has helped you.
- FIND: Offer to help them *find* help for their lives.

Discuss your decisions with the Mastermind Group next week
Read Chapter 7 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

Chapter 7: **CONNECTORS DO THE DIFFICULT WORK OF KEEPING IT SIMPLE**

“The principles in my books are simple to understand. But they are not always simple to apply.”

What insight have you gained in this group that was simple to understand but implementing it into your life has been a challenge?

WHAT’S WRONG WITH SIMPLE

“If you use lengthy or stilted language to try to impress, you cannot connect. The audience is simply waiting for the torture to end.” – Sue Cartum

Describe a time when you were waiting for the torture to end.

- Educators often take something _____ and make it _____.
- Communicators take something _____ and make it _____.
- A leader’s job is to bring _____ to a subject, not _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

A Great Way to Connect: Stories or Illustrations

1. _____ – something that will make people laugh
2. _____ – something that will captivate people's emotions
3. _____ – something that will inspire people
4. _____ – something that will assist people in a tangible way

“Never make a point without a story and never tell a story without making a point.”

– Les Brown

How can you improve your communication by adding one or more of these ways to connect by making a simple message?

COMMUNICATING ACROSS CULTURES

When communicating across cultures there is a “3S strategy” you can use”

Keep it _____

Say it _____

Have a _____

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Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

When have you experienced a miscommunication with a person from another culture?

THE ART OF SIMPLICITY

The Five Guidelines to Keep Things Simple:

1. Talk to People, Not _____ Them

Be someone who wants to impact others, not impress them.
How can you do that?

2. Get to the _____

To do this, ask yourself two questions:

“What do you want people to _____?”

And “What do you want them to _____?”

Get to the point before your listeners start asking, “What’s the point?”

Review a recent presentation you have made and ask these two questions to see how you connected.

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Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

3. Say It _____ and _____ and _____ and Over Again

To be an effective communicator, you have to be willing to keep
_____ a point.

“Three words essential to connect with others, brevity, levity, and repetition.” –
Daniel Pink

How can you apply this guideline without simply repeating the exacts
words of your point?

4. Say It _____

Anytime people cannot articulate an idea well, it's a sure sign that they
don't possess a good enough _____ of it.

In the end, people are not persuaded by what we _____, but by what
they _____.

5. Say _____

When you speak for less time and more succinctly, people tend to
remember it _____ and for a _____ time.

To connect with people, don't try to impress them with your
_____ or overpower them with too much _____.

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Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

APPLICATION: Connecting With People At All Levels

Connecting Practice: Connectors do the difficult work of keeping it simple.

Key Concept: The larger the group, the simpler the communication needs to be.

Connecting One-On-One

- Helping one other person to understand what you have to say can be fairly easy because you can tailor it exactly to his or her personality, experience, and intellect.
- If you want to connect, and not just get across a bunch in information, you should intentionally work to keep it simple.

Connecting in a Group

You have to make your ideas work for more than one person, so simplify them.

- Ask for feedback
- Ask people in the group to share what they have learned.
- Ask the group to tell how they are going to pass what you've said on to others.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 7
Connectors Do
The Difficult Work
Of Keeping It
Simple

Connecting with an Audience

Ways to approach your message, ask these questions:

- “What are the bare essentials that I need to communicate for people to understand it?”
- “How can I make those few essential points memorable?”

Practice first by telling a single person. If it works well for an individual, then try it with a small, hand-selected group.

Once tested, it can be taken to the masses.

What is one way you are going to apply this lesson to the way you communicate with others?

Discuss your decisions with the Mastermind Group next week

Read Chapter 8 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 8
Connectors Create
An Experience
Everyone Enjoys

Chapter 8: CONNECTORS CREATE AN EXPERIENCE EVERYONE ENJOYS

Which teacher did you have in High School who made their class a positive experience? What do you remember?

HOW TO BE INTERESTING

1. Take _____ for Your Listeners

There are no bad _____, only bad _____.
Agree or disagree?

It is your _____ to make the experience _____ for
your audience.

- How can you capture their _____?
- What is necessary to make your talk _____?
- How can you capture their attention and keep them with you until
the very end?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 8
Connectors Create
An Experience
Everyone Enjoys

When was the last time you made a presentation, speech, message, etc. especially memorable for your audience?

2. Communicate in Their _____

If you want to get your message across, you have to learn how to communicate in someone else's _____.

How do you get out of your world and into the world of your listener?

People don't remember what we think is important; they remember what _____ think is important.

3. Capture People's _____ From the _____

Do everything in your power to make a good _____ and start well when you communicate.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 8
Connectors Create
An Experience
Everyone Enjoys

Initiate in a positive way by doing these things:

- Start with a comments about the situation or setting.
- Introduce yourself.
- Relax.
- Begin with humor.
- Create a sense of anticipation.

What could you do differently to grab people's attention at the start?

4. _____ your Audience

What should you do in situations where your audience is more passive?

Here is how you can get your audience involved:

- Ask _____
- Get people _____
- Ask people to _____

With the group, make a list of ways you could activate your audience with different subjects.

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Chapter 8
Connectors Create
An Experience
Everyone Enjoys

5. Say It So It _____

If you want people to remember what you say, you need to say the right _____ at the right _____ in the right _____.

Here are some things you can do so people remember what you say:

- Link what you say with what people _____.
- Find a way to be _____.
- Use _____.
- Use a _____ statement or statistic.
- Say things in an _____ way.
- Learn to _____.

6. _____

What is important as communicators is to find a way to appeal _____ to listeners in some way.

What are ways you can be more visual when you speak?

What is a compelling and effective visual approach have you experienced?

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Chapter 8
Connectors Create
An Experience
Everyone Enjoys

Words can also stimulate the _____ of your listeners.

Tell of a time where your particular use of words invoked a visual you wanted your audience to experience.

7. _____

Share one of your favorite stories that you know has an impact on your audience.

BE THE COMMUNICATOR YOU WANT TO HEAR

To hold people's interest and to be able to connect with others, you should try to be the type of communicator you would like to hear.

Review Sonya Hamin's lists and discuss your results.

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Chapter 8
Connectors Create
An Experience
Everyone Enjoys

BE THE PERSON WITH WHOM YOU WANT TO CONNECT

Connecting isn't primarily about learning to become a better presenter. It's about becoming the kind of person _____ want to connect with.

How are you becoming the person people want to connect with?

What are some barriers you need to address to connect well with others?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 8
Connectors Create
An Experience
Everyone Enjoys

APPLICATION: Connecting With People At All Levels

Connecting Practice: Connectors create an experience everyone enjoys.

Key Concept: Work to create the right experience for your communication setting.

Connecting One-On-One

Create honest communication by:

- Asking questions
- Using humor
- Telling stories

Connecting in a Group

- If you can help people have a sense of shared accomplishment, the participants will feel connected to you and one another.
- Get everyone involved in an enjoyable task together.

Connecting with an Audience

How many stories could you identify from your own life that could be a great start to connecting?

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Chapter 8
Connectors Create
An Experience
Everyone Enjoys

If you haven't used stories in the past, try using them from now on when you connect with others.

The best storytellers exhibit the following with an audience:

- **Enthusiasm:** Storytellers enjoy what they do.
- **Animation:** Use lively facial expressions and gestures.
- **Audience Participation:** Storytellers involve the audience in ways such as: asking listeners to sing, clap, repeat phrases, or do sign language.
- **Spontaneity:** While stories are memorized, storytellers respond freely to listeners.
- **No Notes:** Storytellers don't read their stories, they tell them.
- **Humor:** Humor is interjected even in serious or sad stories.

What is one commitment you are going to make to be a better connector?

Discuss your decisions with the Mastermind Group next week
Read Chapter 9 for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 9
Connectors Inspire
People

Chapter 9: CONNECTORS INSPIRE PEOPLE

Who is the most inspiring communicator you have heard?

What was it about them that inspired you?

IT ALL ADDS UP TO INSPIRATION

This Inspiration Equation comes from how effective communicators inspire people:

What they know + What they see + What they feel = _____.

Look back at the person you described at the start of this session, were all three of these statements applicable?

WHAT PEOPLE NEED TO KNOW

- People Need to Know That You _____ Them and Are _____ On Them:

As you prepare to communicate with others, you must let them know that you understand them and want to help them.

- What are they _____?
Find out as much as you can about them, their organizational culture and values. Have the attitude of sitting down and listening before you share what you think.
- What are they _____?
Good leaders are good listeners. Follow the pattern of: Listen, Learn, and then Lead.

“The most called-upon prerequisite of a friend is an accessible ear.”
– Maya Angelou

How would you assess your ability to listen well?

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Chapter 9
Connectors Inspire
People

- What are they _____?

Look at the activities people are engaged in. Observe their body language, attitudes, and energy.

What do you need to do to be able to focus on what people are doing?

- People Need to Know that You Have _____ Expectations of Them

If we treat people as who they _____, they will be inspired to rise to the level of our expectations.

Who inspired you by saying they believed in you and expected a great deal from you? What were you able to accomplish?

WHAT PEOPLE NEED TO SEE

People often make the decision to keep listening to you or stop paying attention based on what they see.

- People Need to See Your _____

EVERYONE COMMUNICATES FEW CONNECT

Chapter 9
Connectors Inspire
People

What connectors communicate comes from deep within, from their _____
_____.

- People Need to See Your _____

When people _____ you, they will listen to you, and they will be open
to being _____ by you.

What gives you credibility to speak?

- People Need to See Evidence of Your _____

The decision for people to continue to listen is based on a deeper
perception related to the person's _____.

Where do you need to improve in your character that would result in
people being willing to connect with you?

WHAT PEOPLE NEED TO FEEL

The most important factor in the Inspiration Equation is what they feel.

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Chapter 9
Connectors Inspire
People

- People Need to Feel Your _____ for the Subject and Them

People will not always remember what you said or what you did, but they will always remember how you made them _____.

Real passion comes from a deeper place. If you're not sure if your passion is coming from a deeper place, ask yourself these questions:

1. Do I believe what I _____?
2. Has it _____ me?
3. Do I believe it will _____ others?
4. Have I seen it _____ others?

- People Need to Feel Your _____ in Yourself and Them

People must feel your confidence because your _____ is what _____ them to say yes to the question, "Can I do it?"

What are ways you can exude confidence when you speak?

- People Need to Feel Your _____ for Them

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Chapter 9
Connectors Inspire
People

As a communicator, you should be _____ that people are willing to give you their ear.

To help listeners feel passionate, confident, and inspired, you must express gratitude. And to do that, you must first be a grateful person.

You cannot _____ what you do not _____.

Review:

What they know + What they see + What they feel = Inspiration.

Identify one part of the equation that you need to give attention to.

ACTION – INSPIRATION AT THE HIGHEST LEVEL

- Say the Right _____ at the Right _____

Timing is often the difference between success and failure in any endeavor.

- Give People an Action _____

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Chapter 9
Connectors Inspire
People

A motivational teacher makes you feel good, and the next day you know _____ and take _____.

Help people to move from “know how” to “_____.”

A.C.T.

A – for the things you need to _____.

C – for the things you learned that you need to _____.

T – for the things you learned that you need to _____.

MAKE A COMMITMENT TO CONTINUALLY INSPIRE OTHERS

If you desire to connect with others, you must strive to inspire people.

The questions of actor Will Smith can help you see greatness in others:

- How many people do you affect?
- How many people can you affect?
- How many people can you make want to be better?
- How many people can you inspire?

If time permits, discuss ways you can see greatness in others.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 9
Connectors Inspire
People

APPLICATION: Connecting With People At All Levels

Connecting Practice: Connectors inspire people.

Key Concept: What people remember most is how you make them feel.

Connecting One-On-One

These qualities help people connect to you:

- A heart to serve
- A person of good value
- A helping hand
- A caring spirit
- A believing attitude

Connecting in a Group

People in a group want to know:

- That you will go first and lead by example.
- That you will only ask them to do what you have done or are willing to do.
- That you will teach them to do what you have already done.
- That their success is more important to you than your success.
- That they will get credit for their accomplishments.
- That you will celebrate their success.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 9
Connectors Inspire
People

Connecting with an Audience

Connect with your audience on an emotional level by doing the following:

- Show them that you enjoy them and want to help them.
- Let them feel that you are their friend.
- Help them feel that you are authentic and vulnerable.
- Let them feel that you are conversing with them, not talking down to them.
- Show them that you believe in them and they can believe in themselves.

Discuss your decisions with the Mastermind Group next week

Read Chapter 10 and the Conclusion for the next meeting.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10 Connectors Live What They Communicate

Chapter 10:

CONNECTORS LIVE WHAT THEY COMMUNICATE

When has someone lost credibility with you as a speaker or communicator?
What happened?

Credibility is the difference in any connecting relationship.

The first six months, _____ overrides credibility.

After six months, _____ overrides communication.

*“Credibility is the currency for leadership and communicators.
With it they are solvent; without it they are bankrupt.”*

THE TRUST TEST

Compare how effective a communicator is with high trust vs low trust.

As time goes by, the way people _____ outweighs the _____ they use.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

What are ways credibility was eroded in a leader or communicator over time?

YOU ARE YOUR MESSAGE

What is the message you are communicating in your life today?

So if you want to connect well with people, you must become the kind of person you would like to connect with.

Eight Suggestions for Living a Better Message:

1. Connect with _____

How comfortable are you with yourself?

There are two steps to connect with ourselves:

- First, we need to become _____ - _____.
- Second, we need to like ourselves through _____ - _____.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

2. Right Your _____

- Acknowledge your _____.
- Apologize.
- Make _____.

Is there anything you need to make right today? What are you going to do to make amends?

3. Be _____

One of the best compliments you can give to another person is: *"I can count on you."*

When you _____ a commitment, you create _____.

When you _____ a commitment, you create _____.

Pause for a moment, did you make a commitment that you have yet to fulfill? What steps do you need to take?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

4. Lead the Way You _____

What makes you lead the way you live?

What makes you live the way you lead?

Are there similarities and differences?

5. Tell the Truth

*“To be persuasive we must be believable;
to be believable we must be credible;
to be credible we must be truthful.” – Edward R. Murrow*

What happens when you mess up, don't cover up, but you fess up to your mistakes?

6. _____

*“Staying vulnerable is a risk we have to take if we want to experience connection.”
– Brene Brown*

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

Discuss the story of the CEO who challenged John about being vulnerable to his employees. What was he missing as a CEO?

7. Follow the _____

You need to treat them as you want to be treated.

How can following the Golden Rule impact your ability to connect?

8. Deliver _____

If you want to build the kind of credibility that connects with people, then deliver _____ before you deliver the _____.

Share a time you delivered results that helped you to deliver a great message?

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

CREDIBILITY CONNECTS

To be _____ in the long run, you need to do more than connect. You need to keep connecting, and you can do that only when you _____ what you _____.

Discuss the story of Collin and what he did you build credibility over time with his employees and the value of that credibility when a difficult time challenged the company.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10 Connectors Live What They Communicate

APPLICATION: Connecting With People At All Levels

Connecting Practice: Connectors live what they communicate.

Key Concept: The only way to keep connecting with people is to live what you communicate.

Connecting One-On-One

- More than 90 percent of connecting occurs one-on-one.
- Does your character emphasize what you say, or does it undermine it?
- Where do you need to improve?

Connecting in a Group

- Are you doing what you ask others to do?
- Can people depend on your performance and your willingness to put the team first?

Connecting with an Audience

- People are most tempted to take character shortcuts when they communicate to an audience because their listeners don't know them personally.
- Be vulnerable with people and let them know who you really are.

EVERYONE COMMUNICATES FEW CONNECT

Chapter 10
Connectors Live
What They
Communicate

CONCLUSION

What has been your greatest takeaway from being a part of this group?