



# How to Get Anything Done with Anyone.

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## What we'll cover

- Communication Styles
- Goals and what do you want
- Who are you?
- How to map your ego states
- How to bring your best you forward
- Closing

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## Communication Loop



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## How are you?

- Stressed
- Accusatory
- Tired
- Defensive
- Recalling and projecting a past experience
- It's not all about you (sorry fellow only children)
- Listen to and believe the feedback

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## Timing

- Give someone warning that a conversation is going to take place
- Ask if it's a good time and estimate time needed
- Take a break/timeout if needed, especially if you can't be present in that moment
- Think ahead to how the person might react to how you phrase something, use it like a chess match
- Rehearse

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## In your face

Verbal vs. non-verbal (7/93)

One of the big issues with texts and emails

Is your non-verbal in alignment with your intention?

Ask people how you come across during communication or watch videos

Note your body language: open, closed, feet, arms; tone, facial expression

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## You don't burn calories jumping to conclusions

- Ask yourself, "Do I know that to be true?"
- Do I have evidence to support that?
- Make an observation, not a judgment
- Feelings aren't facts
- What might they see, know or feel that I don't?



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## Communication styles

- Direct, indirect (inferred)
- Extrovert, introvert
- Dominant, submissive
- Energy levels
- Visual, auditory, kinesthetic
- Expressor, driver, amiable, analytical

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A	A Reporter	A Futurist	A Realist	A Coordinator
B	People-oriented	Detail-focused	Values-focused	Forward-thinking
C	A Dreamer	A Driver	A doer	A Peacekeeper
D	Decisive	Inspiring	Reliable	Considerate
E	Meets deadlines	Brings people together	Keeps things on track	Has sense of mission
F	Dramatic	Curious	Relaxed	Focused
G	Knows how things should be done	Knows what has to be done	Knows where he or she wants to be	Knows what questions to ask
H	Reviews methods	Anticipates problems	Solves problems	Resolves conflicts
I	Gets results	Assures results are appropriate	Makes sure things are done right	Focuses on outcomes
J	Charismatic	Prepared	Easy-going	Aware

Thanks to the Dale Carnegie Institute

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	EXPRESSOR	DRIVER	AMIABLE	ANALYTICAL
A	A Futurist	A Realist	A Coordinator	A Reporter
B	Forward-thinking	Values-focused	People-oriented	Detailed-focused
C	A Dreamer	A Driver	A Peacekeeper	A Doer
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	Total:	Total:	Total:	Total:
	Rank:	Rank:	Rank:	Rank:

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### **Drivers:**

Control, ambition, results-oriented

- Get to the point quickly
- Involve them in the decision making
- Challenge them
- Use facts when confronting them
- Clarify their role/authority
- Don't waste their time
- Give them recognition

### **Amiables:**

Patience, composure, team player

- Chit chat often, be friendly
- Communicate change and give time to adjust
- Ask them about themselves
- Encourage them to speak up at meetings
- Give them recognition

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**Expressors:**

Social influence, positive expectancy, expressiveness

- Be friendly and personable
- Include them in projects
- Communicate frequently on status
- Find ways to use their verbal skills
- Be clear in your goals

**Analyticals:**

Precision, analytical, quality oriented

- Get to business quickly
- Present facts and data
- Ask them for their opinion
- Define role and responsibility
- Encourage them to speak up at meetings
- Let them know they can make a mistake

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Just tell me what you want, what you  
really really want...

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## Ask yourself

- Why?
- Why?
- Why?
- Why?
- Why?

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Need to adapt to a different  
type of communicator?

Change states

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We talked about HOW you are,  
let's talk about WHO you are...

## Working with Ego States

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- Jungian Archetypes
- Watkins and Watkins (Ego State Therapy)
- Schwartz (Internal Family Systems)
- Parts Work in Hypnosis
- Resource State Therapy (Gordon Emerson)

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## What are ego states?

- How they are formed?
- How many are there?
- Where do they come from?
- These are not just psychological constructs
- This is not DID (MPD)

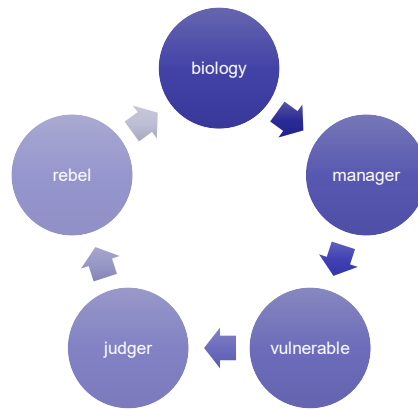
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## More about ego states

- 10-15 ego states that are the most executive
  - Managers
  - Protectors
  - Rebels
  - Worry parts
  - Biological parts
  - Vulnerable parts
  - Distractors and firefighters
  - Nurturing and helpful parts
  - Pleasing parts
  - Depressed/sad parts
  - Spiritual/guiding parts
  - Striving parts

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## Who is taking over?

- The house
- The classroom
- The bus



*Parts Work* by Holmes  
Illustrations by Sharon Eckstein

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Self is:



- Compassionate\*
- Creative
- Courageous\*
- Clear
- Curious\*
- Confident
- Calm\*
- Connected

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## Map your states

- List your top 3 states and name them
- What are their good qualities, what do they help with?
- Where do they show up inappropriately?
- What conflicts do you see?

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## Find your optimal ego state for each job

- First, you have to know your states, what are their qualities, traits and where do they fit in.
- Sometimes the wrong state is in charge
- The state unexpectedly changes. I want to quit smoking or the manager home to be the lover.
- What traits do you need for that task?
- Which ego state has those traits?
  - Ask a new girl out: lover and the talker, not the manager.
  - Lost in the woods: organized thinker, not the scared one.

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## Let's change states

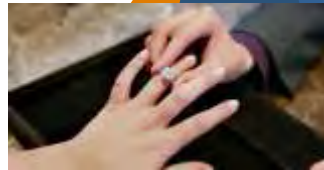
- How? Come from self to find the best state.
- Change and anchor that in. (music, touchstone, keyword, movie character, power tie, jewelry)
- Rehearse, rehearse, rehearse

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## Recognizing states in others

- Allows you to be non-reactive and stay in self.
- Brings in patience and nurturing for their vaded states.
- Know how to get them in a different state.
- Take advantage of the timing.



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## Work with states

- Know and map your states and qualities.
- Learn how to access self.
- Learn how to call up the right state for the job.
- Learn how to see states shift in others.
- Negotiate states that need balance.

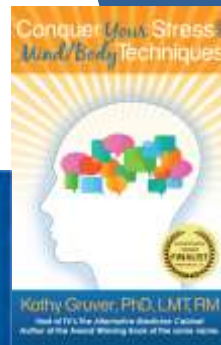
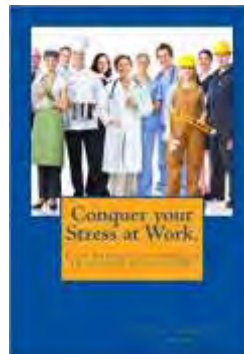
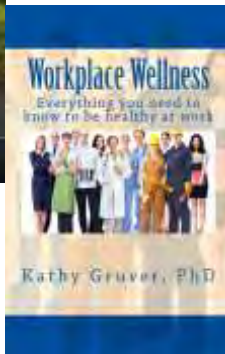
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## In conclusion

- Good communication and ego state work is all about learning about self and helping change yourself to best be with others.
- It's also about recognizing the truth of others and helping them change or morphing to what they need.
- And it all takes practice

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## Books Available



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Feel free to reach out.

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### **Map your Ego States**

List 3 of your biggest ego states and just for identification purposes, give them a name:

Oggie the Organizer  
Inner CEO  
Playful Pam  
Nurturer  
Brave One  
Rebel Mark

- 1.
- 2.
- 3.

Note the state and what their good qualities are, what purpose do they serve? There are typically 'parts that get things done', 'parts that help you know and assess your needs', 'parts that help you to relax and have fun'.

And what is their shadow side? When do they show up inappropriately or become executive too often?

What conflicts do you frequently see? (sleep/think, ice cream/jogging, stay/go)