



If Only The Dog Could PURR...

Data Coordinator's Conference
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**Typical people
you
deal with...**



The happy employee



The greedy employee



**The
Joker**



The Leader





The Loud Mouth

The Busy Body





The Disgruntled Employee

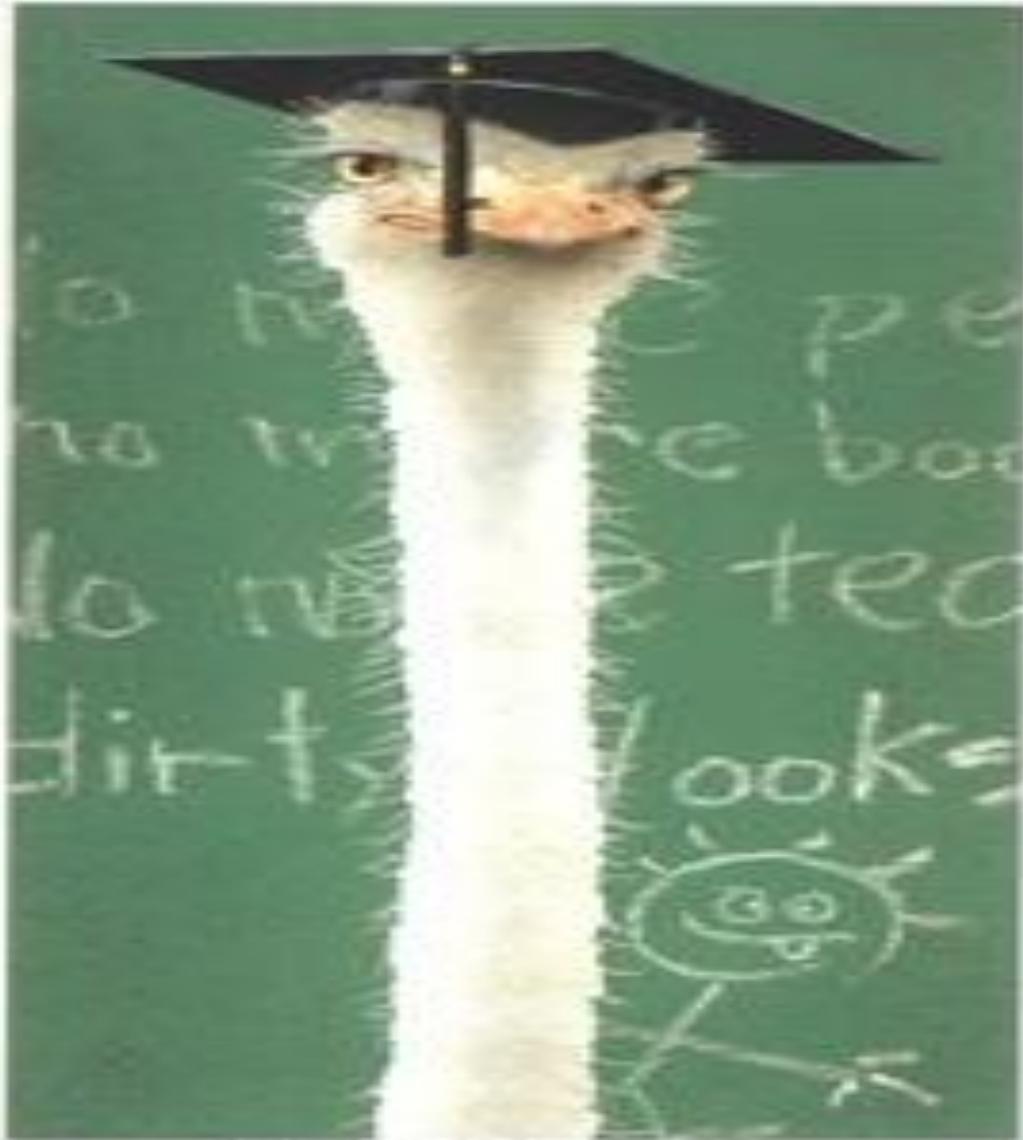
The Information Specialist



Keeper of the nuts



The Expert



higher learning...

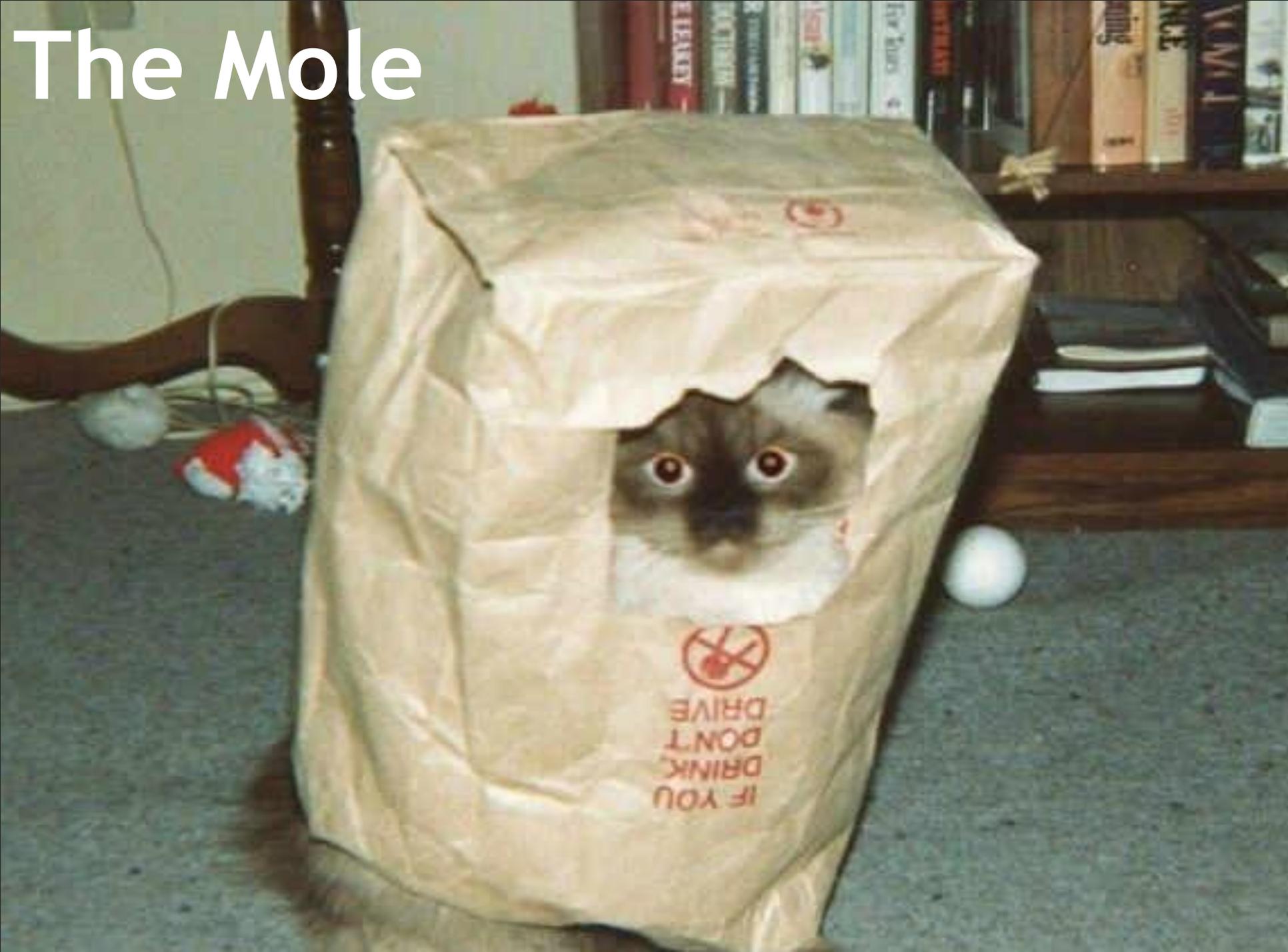
The New Guy





The Supervisor

The Mole



SO NEAR,

The Frustrated Employee



And
Tadaaaa....



The Office Romance



The Party Animal



Vacation: The Best Time of Year



Things You Can Do

- ✓ Stay and do nothing
- ✓ Vote with your feet
- ✓ Change your attitude
- ✓ Change your behavior



Sources of Conflict

- Different values
- Differing interests
- Scarce resources
- Personality clashes
- Poor performance
- Poor communication skills

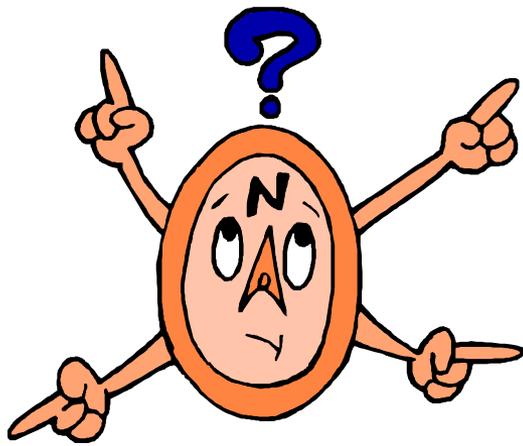


Tuning the Lens



"I know you are but
what am I?"

*Individual Exercise



Lens of Understanding

People Focus:

“How’s the family?”

“Hey, how was your weekend?”

“Did you see what I did?”

Task Focus:

“Did you bring the report?”

“Did you finish your homework?”

“How close to completing the project are you?”

Tuning the Lens

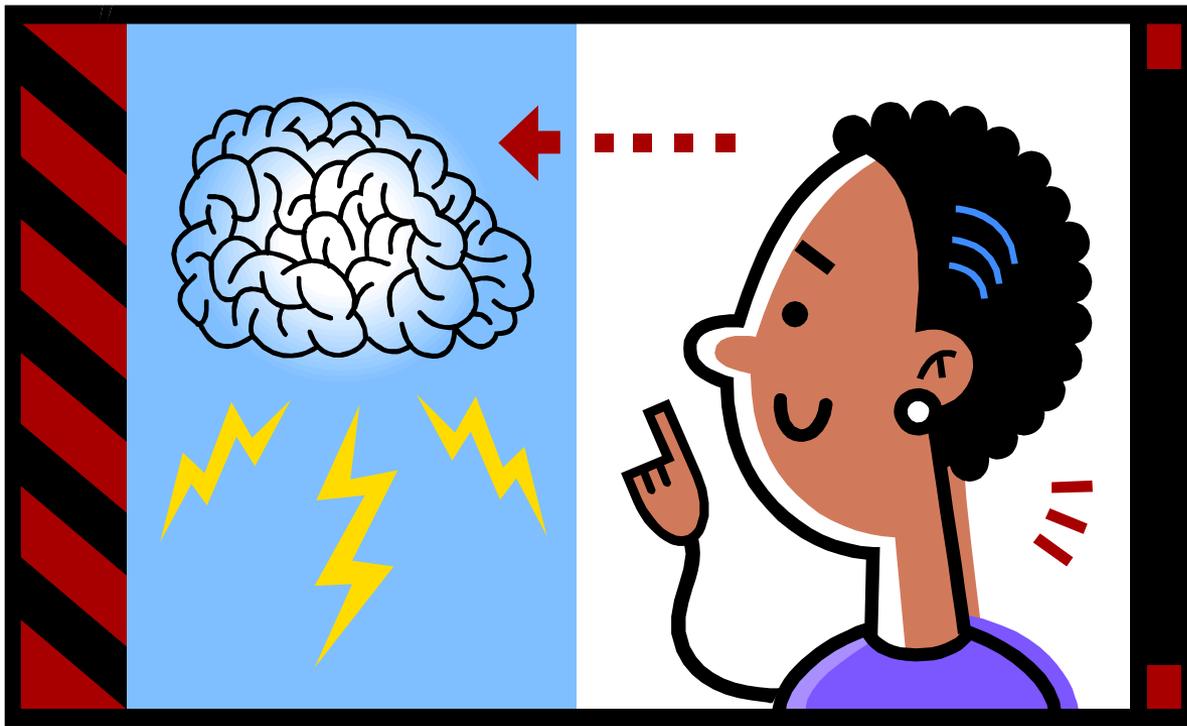
Less Responsive

| | |
|---|--|
| <i>Analytical Get it Right</i> | <i>Driver Get it Done</i> |
| <i>Amiable Get Along</i> | <i>Expressive Get Appreciated</i> |

***Less
Assertive***

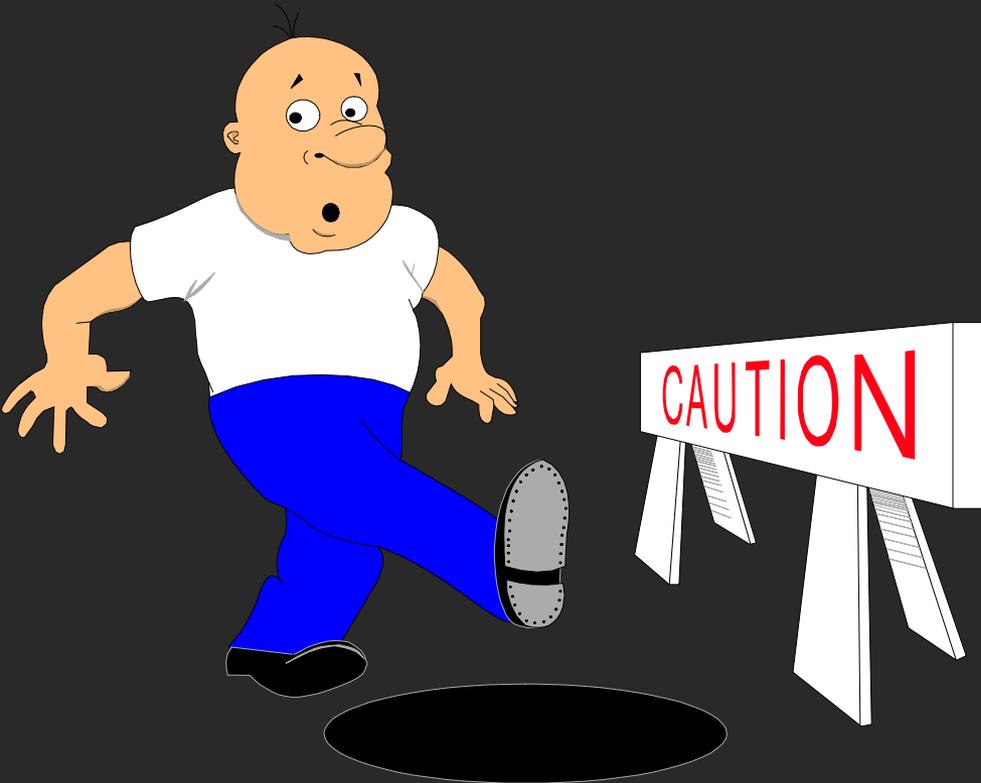
***More
Assertive***

More Responsive



Threatened Intent and Behavior

10 Least Wanted List



The Tank

The Sniper

The Grenade

The Know-It-All

The Think-They-Know-It-
All

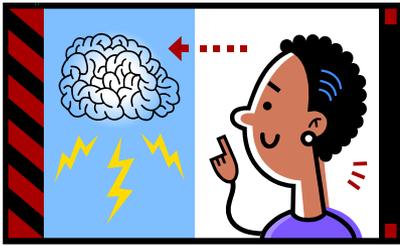
The Yes Person

The Maybe Person

The Nothing Person

The No Person

The Whiner



Driver: Threatened Intent

Get It Done

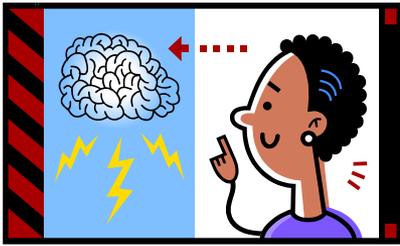
- Wasting time
- Taking too long
- Going off on tangents

******Get more controlling**

The Tank

The Sniper

The Know-It-All



Amiable: Threatened Intent

Get Along

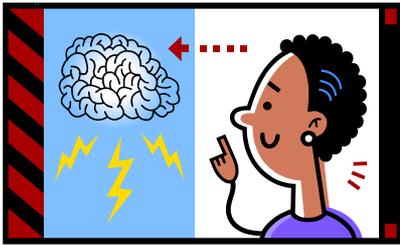
- Uncertainty of how others feel
- Reactions, comments, and facial expressions personally
- Avoid disapproval

*****Get more approval seeking**

The Nothing Person

The Yes Person

The Maybe Person



Expressive: Threatened Intent

Get Appreciated

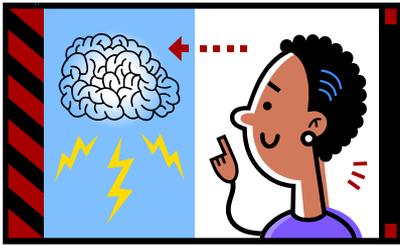
- Lack of positive feed back
- Reactions, comments, and facial expressions personally
- Increasingly aimed at getting attention

*****Intent increases in proportion to lack of positive feedback.**

The Grenade

The Friendly Sniper

The Think –They-Know-It-All



Analyst: Threatened Intent

Get It Right

- Haphazard and careless
- Horrifying fuzzy words
- Increasingly pessimistic

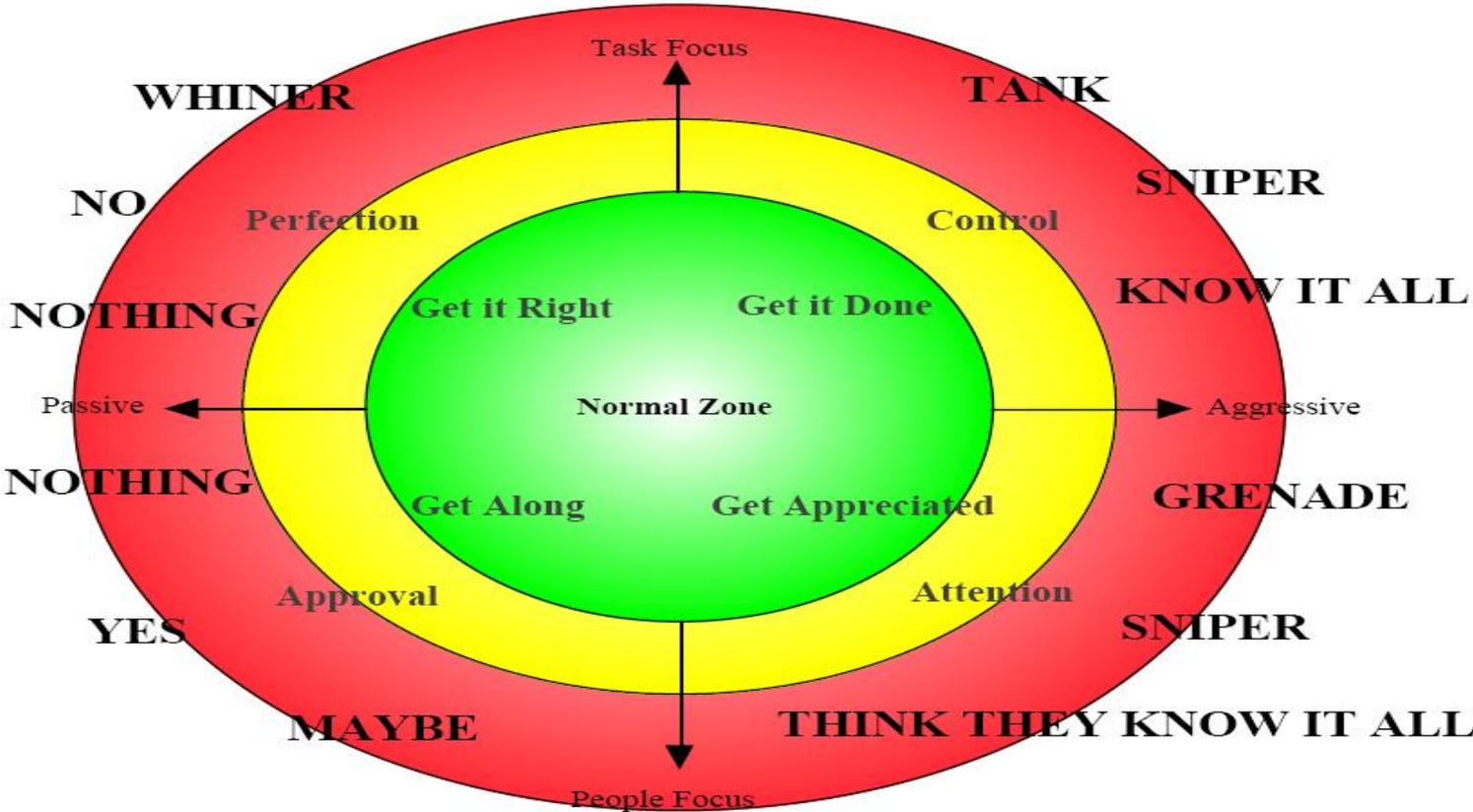
*****Get more perfectionistc**

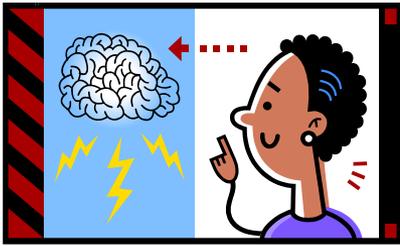
The Whiner

The No Person

The Nothing Person

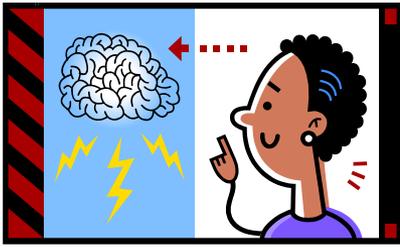
LENS OF UNDERSTANDING





THE LANGUAGE OF PERSUASION

- To reconstruct or alter the way someone sees something.
- To change one's view of reality



Persuade Me This...

- Partner A & B
- Honor system...B's close your eyes!
- One word clues based off the word prompt
- A's persuade your B to guess the word prompt

Camouflage
create
create

Surviving Through Skillful Communication

- ✓ Find common ground
- ✓ Listen to understand
- ✓ Speak to be understood
- ✓ Get what you project and expect



Find Common Ground

- Blending
 - Reduces the differences
 - Automatic with common vision
- Redirecting
 - Behavior that helps rapport
 - Always preceded by blending
 - Changes trajectory



Listen to understand

- Emotionally
- Intellectually



Listen to understand

- Blend visibly and audibly
- Backtracking
- Clarify Summarize what you have heard
- Confirm to find out if you got it right



Speak to be understood

- Monitor The Tone of Your Voice
- Tactfully Interrupt Interruptions
- Tell Your Truth
- Stay Flexible and Be Ready To Listen



Get what you project and expect

- Use Pygmalion Power
- Give the Benefit of the doubt
- Appreciate criticism





The Tank

Goal: Command Respect

1. Hold your ground
2. Interrupt the attack
3. Quickly backtrack their main point
4. Aim for the bottom line and fire



The Sniper

Goal: Bring out of hiding

1. Stop, look and backtrack
2. Use “searchlight” questions:
 - Intent
 - Relevancy
3. Use Tank strategy if needed
4. Go on grievance patrol
5. Suggest a civil future

The Know-It-All

Goal: Open his/her mind to new ideas

1. Be prepared and know your stuff
2. Backtracking respectfully
3. Blend with their doubts and desires
4. Present your views indirectly
5. Turn them into mentors



The Grenade

Goal: Take control of the situation

1. Get their attention
2. Aim for the heart
3. Reduce intensity
4. Time off for good behavior
5. Grenade prevention



The Think They Know-It-All

Goal: Give them ideas the hook



higher learning...

1. Give them a little attention
2. Clarify for specifics
3. Tell it like it is
4. Give them a break
5. Break the cycle

The Yes Person

Goal: Get commitments

1. Make it safe to be honest
2. Talk honestly
3. Help them to learn to plan
4. Ensure commitment
5. Strengthen the relationship



The Maybe Person

Goal: Help them learn to think decisively

1. Establish and maintain a comfort zone
2. Surface conflicts, clarify options
3. Use a decision-making system
4. Reassure and then ensure follow through
5. Strengthen the relationship

The Nothing Person

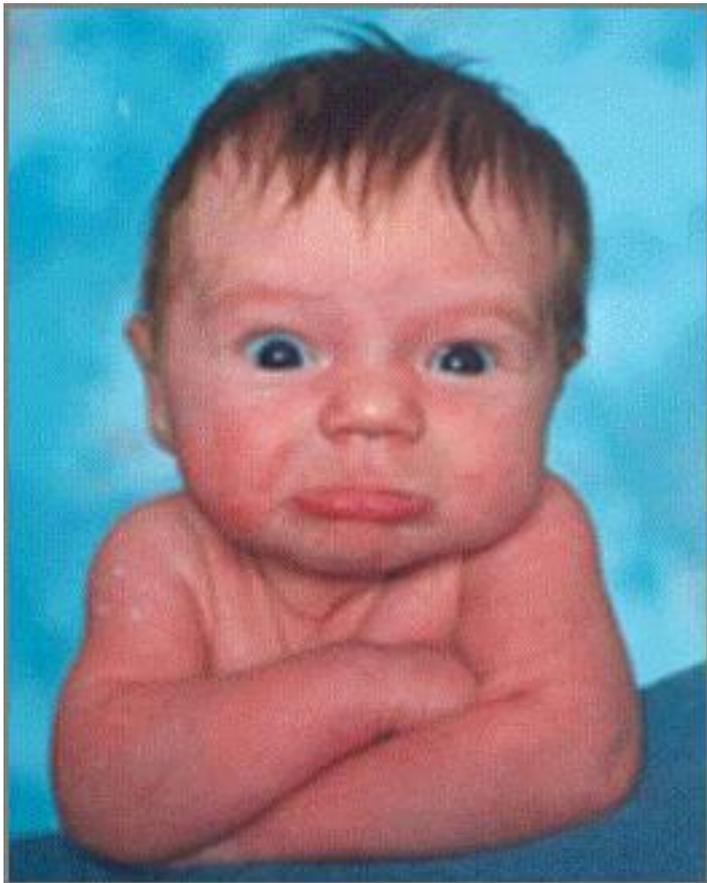
Goal: Persuade the Nothing Person to Talk

1. Plan Enough Time
2. Ask Open-Ended Questions
3. Lighten it Up
4. Guess
5. Show the Future



The No Person

Goal: Transition To Problem Solving



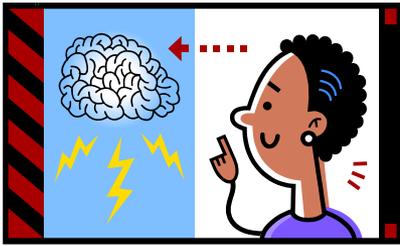
1. Go with the flow
2. Use them as a resource
3. Leave the door open
4. Go for the polarity response
5. Acknowledge their good intent

The Whiner

Goal: form a problem-solving alliance



1. Listen for their main points
2. Interrupt and get specific
3. Shift the focus to solutions
4. Show the future
5. Draw the line



What Next?

- Goal to become a better communicator
- Recognize differences
- Focus on intent
- Remember Kindergarten



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Kindergarten Wisdom

- Share everything
- Play fair
- Don't hit people
- Put things back where you found them
- Clean up your own mess
- Don't take things that aren't yours
- Say you're sorry when you hurt someone
- Wash your hands
- Flush
- Warm cookies and cold milk are good for you
- Take a nap
- Dick and Jane—the first word you learn is LOOK

