

Communication Intelligence Mini Course Team Program Discussion Questions



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Step One: The Collaborative Mindset & Launch Pad

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at establishing a collaborative mindset and setting your intention before your communications?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at establishing a collaborative mindset and setting your intention before your communications? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III - Setting The Team Up for Success

- What is one step I could take to improve in this area? (share with your team)
- What would others notice if I began our communication with a more collaborative mindset? (ask your team)
- What would get to happen for us as a team if we each improved in this area? (discuss as a team)

TIPS: Questions to Ask Yourself To Develop a Collaborative Mindset

- What is my intention with this communication exchange?
- Do I want them to learn something, provide input and feedback or problem solve?
- What will get to happen for us if the communication exchange is a positive experience, regardless of the outcome?
- What might I need to do up front to adapt my messaging for this audience
- Where is my mindset right now and what do I need to do to regroup so that my message can be received as intended?



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Step Two: Recognize

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at recognizing the needs and goals of your audience?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at recognizing the needs and goals of your audience? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III - Setting The Team Up for Success

- What is one step I could take to recognize and understand my audience better?(share with your team)
- What would others notice if I did improve? (ask your team)
- What would get to happen for us as a team if we each improved in this area? (discuss as a team)

TIPS: Questions to Ask Yourself To Recognize and Understand My Audience

- Who is my audience?
- What are their expectations?
- What is my preferred style of communicating? Does it work for this message?
- How will I approach this?
- Is what I am conveying good news, bad news, surprising news?
- How might different people respond and am I ready to manage those responses?

Step Three: Notice

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at noticing all of the verbal and nonverbal clues that are taking place during a communication?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at noticing all of the verbal and nonverbal clues that are taking place during a communication? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III- Setting The Team Up for Success

- What could I do better to notice what is happening during my communication with others? (share with your team)
- What would others notice if I did improve? (ask your team)
- What would get to happen for us as a team if we each improved in this area?(discuss as a team)

TIPS: Questions to Ask Yourself To Be More Effective at Noticing

- What is the other person's body language revealing to me? Interest? Anger? Disbelief?
- What is their engagement level?
- What is the tone of my voice and is it changing in response to cues I'm reading?
- What is my energy level?
- Am I giving them the space to work through their emotions?
- Am I allowing them to communicate their thoughts and concerns?
- Am I encouraging them to share without fear of being judged?
- Am I able to stay emotionally detached from the outcome and trust in the process?



Step Four: Understand

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at understanding how your messages are being received and reading the experience of the other person during a communication?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at understanding how your messages are being received and reading the experience of the other person during a communication? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III - Setting The Team Up for Success

- What could I do better to understand others and where they are coming from when communicating? (share with your team)
- What would others notice if I did improve? (ask your team)
- What would get to happen for us as a team if we each improved in this area? (discuss as a team)

TIPS: Questions to Ask Yourself To Ensure Understanding During a Communication

- Does everyone feel heard & understood?
- Have I given them the space and information they need?
- Did I stay open to new ideas?
- Have I asked clarifying questions to ensure they are ready to move forward?
- If you get stuck and you need to dig deeper before you can move on to the next step, consider asking the person or people you're communicating with the following questions:
- What's important to you and why?
- What would you like to achieve?
- What is currently hindering us from moving forward?
- What concerns do you have?
- What would need to happen to keep this communication moving forward?



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Step Five: Discovery

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at finding common ground and identifying a common goal?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at finding common ground and identifying a common goal? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III - Setting The Team Up for Success

- What could I do to be more effective as discovering what we have in common or identifying a common goal? (share with your team)
- What would others notice if I did improve? (ask your team)
- What would get to happen for us as a team if we each improved in this area? (discuss as a team)

TIPS: Questions to Ask Yourself To Assess Your Openness to the Discovery Process

- Am I clear what the goal of my audience is and where we both agree?
- Am I focused only on my agenda and getting my way?
- Am I willing to challenge my assumptions?
- Have we discussed the idea of discovering an alternative outcome neither has considered?
- Have I been willing to stay in the struggle of the process rather than cutting off the discovery step too early?

Ask one or more of the following questions if you reach an impasse but want to move the conversation forward:

- What do we know?
- What are our major goals?
- What are the best and worst outcomes we can imagine?
- Let's agree on what matters to us.
- How can we learn from our mistakes?
- Paint a picture of what success would look like.
- One thing we know we agree on is...
- What could you support?
- How might we turn these ideas into something worth trying?
- What if we did the unexpected?



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Step Six: Synergy

Part I - Self Assessment

On a scale of 1-10 (10 being most effective), how effective are you at valuing and engaging in the communication process to create synergy?

Part II - Peer Assessment

On a scale of 1-10, how effective do your team members believe you are at valuing and engaging in the communication process to create synergy? (ask for input)

Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:
Team Member:	Rating:

Part III - Setting The Team Up for Success

- What could I do to create more synergy throughout the communication process? (share with your team)
- What would others notice if I did improve? (ask your team)
- What would get to happen for us as a team if we each improved in this area? (discuss as a team)

TIPS: Questions to Ask Yourself to Create More Value and Synergy When Communicating

- What steps did I take during this communication exchange that were difficult for me?
- What steps did I take during this communication exchange that demonstrated respect, added value or created synergy?
- How do I think the audience felt as a result of this communication exchange?
- How do I feel as a result of this communication exchange?
- What steps do I need to improve on in the future?



If you'd like to find out more about our transformational team development programs, contact us at Info@PowersResourceCenter.com or call 720.295.3302 to set up an appointment to discuss your needs and how we can help.

Tara Powers, a leadership coach, trainer and talent development expert, partners with clients to enable strategic success and business growth by helping leaders and teams make small shifts that create fast results. Through her coaching and award winning leadership programs, Tara has helped hundreds of leaders and teams accelerate their success by building trust, improving communication, learning to walk the talk and get real about the habits that create outstanding results. Tara also offers Train the Trainer programs that teach trainers, coaches and consultants how to create transformational programs for their clients and employees. Tara's style is described as innovative and highly interactive. Her clients continually remark on her enthusiasm, energy, and thoughtfulness in a learning environment.

"Tara's deep expertise and experience in working with teams large and small helped us to clearly identify and target proactive changes to improve how we collaborate. Her work allowed us to successfully move forward with new focus and intention. If you don't think you need help - think again - Tara has something to offer any organization, at any state!"

**- M. Mancini, Founder & CEO,
Technology for Publishing**

"I hired Tara to work with my Corporate Services management team on several key initiatives. She worked with the management team on goal development, identifying service excellence standards for our teams and reviewed how to implement an effective and collaborative performance management process. My experience working with Tara was such a positive experience and the results exceeded my expectations. I would have no issues recommending Tara and her company to anyone."

- T. Markham, Sr. Director, IHS

Tara is both professional and extremely knowledgeable. Her approach is engaging and she genuinely cares about her clients and their outcomes. She has always gone above and beyond what we have asked her to do and routinely keeps the team posted about best practices and the latest white papers related to leadership, coaching and team building. I highly recommend her and her work with any level of employee or executive.

- K. Zuber, VP of HR, ProfitStreams



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