**CAI – San Antonio**

***A Presentation by,***

**Tim Connor, CSP**

***Global Speaker & Trainer & Bestselling Author***

**Opening -**

-Session overview

-Retention of new ideas and material

-Notes & questions

-Could be a lot longer – each of the 10 topics could be a full day

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Notes:

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**1)Perception is everything -**

* An opening question
* Mental filters and our mental hard drive
* The mind acks like a computer
* Mindsets = attitudes = action = consequences
* Your truth vs. your reality – which is accurate
* Conflict, confusion & misunderstanding
* Individual and organization breakdowns & dysfunction
* Notes:

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**2)There are 3 basic types of people -**

* Yes, no – maybe
* Which are you
* Negativity vs. positivity – causes & contributors
* The consequences of each

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**3)Change – it is what it is -**

* People don’t resist change – they resist losing control (HHSS)
* Change has been constant for millions of years
* Increasing speed now due to technology advances
* Is change your Partner or the enemy
* Use it to improve and grow or circle the wagons and stay stuck

Notes:

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**4)Reinvent -**

* Three choices - quit, wait, adapt
* Borders, Blockbuster
* Throw the box away
* Use Technology as a tool not a crutch – is it your master or your servant
* Conventional wisdom or comfort levels – you choose which dominate you
* Curves, trends and customer habits, needs, desires etc.

Notes:

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**5)Failure & adversity -**

* Both defined
* Why do people avoid them
* The benefits of both

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**6)Accountability -**

* Defined
* You get the behavior you reward
* You are responsible to people not for them
* Employees, customers, suppliers – do they all need accountability
* Pandering & catering is not the best long-term approach
* Do you look in the mirror or point your finger

Notes:

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**7)Validation is critical -**

* Nasty people – Jay Carter – read it
* What do people want
* Appreciation and recognition are the foundation
* Listen first – talk less
* Involve or exclude – it’s basic
* Conflict can be a tool for growth

Notes:

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**8)Stress -**

* Defined
* Stress = Impatience = Control
* And the contributors are
* How to manage it or keep it from killing you
* Don’t let others determine your behavior

Notes:

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**9)Communication -**

* Two types – verbal & non-verbal
* The human touch or a screen – which works
* Masks and reading others
* Non-verbal wins every time
* Why trust is a major issue
* The major contributors to communication dysfunction
* The cost of communication breakdowns - external & internal
* A few simple actions to improve communication integrity
* - - Meet people where they are . . .
* - - Illustrations, example and stories . . .
* - - Ask – just keep asking . . .
* - - Active listening . . .
* - - No assumptions . . .
* - - Beware of PC . . .

Notes:

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**10)Living outside-in or inside-out -**

* What is inside-out and outside-in
* Get out of auto-pilot
* Laugh, play and have fun
* Pull the tooth

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**Let’s wrap it up –**

Three major take-aways?

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What are you going to start, stop, change?

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How are you going to do to ensure you don’t just put this information in a drawer or archived on a device?

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***Stay safe, healthy & happy, Tim***