



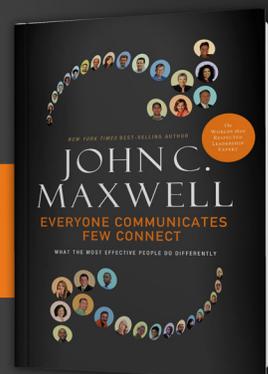
EVERYONE COMMUNICATES FEW CONNECT

WHAT THE MOST EFFECTIVE PEOPLE DO DIFFERENTLY



GUIDE for TEACHING,
COACHING & FACILITATION

Based on the book
by John C. Maxwell



Contents

Part I Connecting Principles

1. Connecting Increases Your Influence in Every Situation3
2. Connecting is All About Others6
3. Connecting Goes Beyond Words8
4. Connecting Always Requires Energy 10
5. Connecting is More Skill than Natural Talent 14

Part II Connecting Practices

6. Connectors Connect on Common Ground 16
7. Connectors Do the Difficult Work of Keeping It Simple 19
8. Connectors Create an Experience Everyone Enjoys21
9. Connectors Inspire People23
10. Connectors Live What They Communicate26

Session 1

Connecting Increases Your Influence in Every Situation

*“The #1 criteria for advancement and promotion for professionals is
an ability to communicate effectively.”*

—Ralph G. Nichols

Presidential historian Robert Dallek says that successful presidents exhibit five skills and qualities that enable them to achieve things that others don't.

1. _____
2. _____
3. _____
4. _____
5. _____

Connecting is the ability to _____ with people and _____ to them in such a way that it increases our influence with them.

Leadership is _____.

Connecting Signals

- Extra Effort – people go the extra mile
- Unsolicited _____ – they say positive things
- Unguarded _____ – they demonstrate trust
- Increased _____ – they express themselves more readily
- Enjoyable _____ – they feel good about what they're doing
- Emotional _____ – they display a connection on an emotional level

EVERYONE COMMUNICATES FEW CONNECT

Session 1

- Positive _____ – their emotional “batteries” are charged by being together
- Growing _____ – their effectiveness is greater than the sum of the contributions
- Unconditional _____ – they are accepting without reservation

Jorge Rodriquez – The Bank Robber

Jorge Rodriguez was an Old West bank robber from Mexico who operated along the Texas border around 1900. Rodriguez was so successful that the Texas Rangers established a special force to try and stop him.

Late one afternoon, one of these special rangers saw Rodriguez slipping across the border back into Mexico and trailed him at a discreet distance. He watched as the outlaw returned to his home village and mingled with the people in the square. When Rodriguez went into his favorite cantina to relax, the Ranger slipped in and managed to get the drop on him.

With a pistol to the bank robber’s head, the law man said, “Jorge Rodriguez, I know who you are. I’ve come to get back all the money that you have stolen from the banks in Texas. Unless you give it to me, I am going to blow your brains out.”

Rodriguez could see the man’s badge, and he could discern his hostile intent. But there was a problem. He didn’t speak English. He began speaking rapidly in Spanish. But the ranger couldn’t understand what he said, because he didn’t speak Spanish.

Just then a young boy came up and said in English, “I can help. I speak English and Spanish. Do you want me to be your translator?”

The ranger nodded. The boy quickly explained everything the ranger had said.

Nervously, Rodriguez answered, “Tell the big Texas ranger that I have not spent a cent of the money. If he will go to the town well, face north, count down five stones, he will find a loose one there. Pull it out and all the money is behind there. Please tell him quickly.”

The boy looked back at the ranger and said, “Senor, Jorge Rodriguez is a brave man. He says he is ready to die.”

The ability to connect with others begins with _____. Jim Collins, author of *Good to Great*, observes, “Those who build great companies understand

EVERYONE COMMUNICATES FEW CONNECT

Session **1**

that the ultimate throttle on growth for any great company is not markets, or technology, or competition, or products. It is the one thing above all others – the ability to get and keep enough of the right people.”

Jay Hall of the consulting firm Teleometrics has studied the performance of 16,000 executives and found a direct correlation between achievement and the ability to care for and connect with people. Here are a few of the findings:

High Achievers	Average Achievers	Low Achievers
Cared About People As Well As _____.	Concentrated On _____.	Were Preoccupied with their Own _____.
Viewed Subordinates _____.	Were Focused More on Thier Own _____.	Showed A Basic _____ of Subordinates.
_____ From Those Under Them.	Were Reluctant to _____ From Those Under Them.	_____ Seek Advice.
Were _____.	Listened Only to _____.	Avoided Communication and Relied on _____.

Question: “Do I connect best one on one, in a small group, or with an audience?”