

The Happy Employee of the Future

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1. Match Their Tendency

A **communication tendency** is the how your listening and speaking reflects the way you think. No one can see your thoughts; everyone can notice the way you express yourself. When you can translate and adjust to the way someone tends to communicate, it is one of the most powerful avenues to building trusted relationships.

Each of us have a natural or dominant tendency. We will change in different environments. Throughout your life, especially when you lead organizations, teams, or projects, you have learned to embody both tendencies. But you have a usual pattern of listening and speaking. Which feels most like you?

1. Internal or External

Think before speaking vs. think out loud; quiet type vs. loud mouth.

How do you tell the difference?

2. Inductive or Deductive

Point at the end vs. point first. Does it bother you when someone just won't get to the point? That's a sign of being deductive. Do you need to hear the particulars of a situation before you hear the punchline? You are most likely inductive.

How do you tell the difference?

3. Debater or Pleaser

Do you want to be right? vs. Do you want to make others comfortable?

How do you tell the difference?

4. Sticky-Brained or Improvisational

Can only process one idea at time vs. flexible with ideas. Some people, sticky-brained folks, need to finish a thought or an experience before they can move on to the next. Others, improv thinkers, are very comfortable bouncing between topics.

How do you tell the difference?

How do these traits impact meetings of different sizes?

2. Generate Problem Statements

What is a problem?

What is a problem statement?

When do you use the technique?

3. Give feedback like a Pro

What are the five steps?

Is it different with your boss?

4. Mentor and Create Succession Plans

What is a mentor?

What is a succession plan?

5. Treat everyone as a leader

What is your vision for your team?

Do you know their vision?

Do you know what motivates them?