

ONE. CONVERSATION. AT. A. TIME

PMI - CENTRAL IOWA CHAPTER SEPTEMBER 25, 2020



4 TENETS

Change the way you navigate uncertainty.

- 1. Life happens one _____ at a time.
- 2. The quality of your life is a direct _____ of the quality of your conversations.
- 3. The life you want is on the _____ side of a tough conversation.
- 4. Tough conversations, navigated successfully, get you what you want and create the ______ life you desire.



PROFESSIONALLY

Leadership begins with service.



REGARDING YOUR TEAM OR DEPT AND/OR COMPANY, OR OUR PARTNERSHIP, WHAT ARE SOME OF YOUR/OUR STRENGTHS?

INDIVIDUALLY? COLLECTIVELY?

WHAT ARE YOU/WE ALREADY DOING TO SUPPORT THESE SUCCESSES AND STRENGTHS?

WHAT'S ALREADY HAPPENING TO SUPPORT YOUR TEAM'S / COMPANY'S, OR OUR FUTURE SUCCESS? REGARDING YOUR TEAM/DEPT AND/OR COMPANY, OR OUR PARTNERSHIP, WHAT ARE YOUR/OUR OBJECTIVES?

WHAT DO YOU/WE WANT OUT OF THE DAY, QUARTER, YEAR? WHEN WE ACHIEVE THESE OBJECTIVES WHAT WILL BE THE BENEFIT/PAYOFF FOR...

YOU? Y/OUR TEAM? Y/OUR COMPANY? OUR PARTNERSHIP? WHAT ARE YOUR/MY CONCERNS ABOUT...?

INDIVIDUALS? GROUP? HISTORICAL EXPERIENCES? FORTHCOMING NEEDS? WHAT CAN WE NOW DO MORE OF, BETTER, OR IN ADDITION TO, TO ACHIEVE OUR OBJECTIVES?

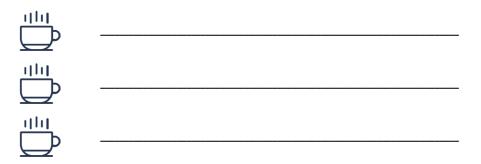
WHAT TWEAKS CAN WE MAKE TO MEET & EXCEED OUR OBJECTIVES?



PROFESSIONALLY

Leadership begins with service.

How You Show Up



- How might this work for us?
- Where might this work for me?
- How might we make this work better for the customer?
- What pieces might be worth exploring further?



PROFESSIONALLY

Selling is an act of service in turbulent times.

Selling in Turbulent Times

•	It's to sell.
•	There's a big difference in making money a
	crisis and making money a crisis.
•	to your customers' experiences and
	as needed.
	Listen to their spoken & unspoken needs
	Share a new perspective/challenge their thinking
•	Sell that meet real
	and needs.

Know your own negotiables / non-negotiables



CHANGE

Change is constant.

1.	Goal. Objective. Big
2.	Bottom line. Facts. Financial
3.	behind decisions.
4.	Specific and timelines.
5.	How to best surprises.
6.	The impact. [on the myriad of constituents]
7.	Engagement and
- C	Communicate It avoids fears, rumors and speculation.
- Y	′oυ can be factual and
- S	peak truthfully and thoughtfully so you remain



INDIVIDUALLY

Leading yourself so you can stay anchored/moored.

Watch your spiraling stories. [how & what yo think]

Low Energy Words	VS	High Energy Words

5 Best Questions PRIOR to Making a Decision

1.	Where	am I		to?
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- 2. Am I making this decision from a place of _____ or _____?
- 3. How _____ am I to this new change?
- 4. How ______ is this decision with both my short term and long term goals?
- 5. Who must I ______ to lead into this decision [to lead as a game changer]?





SIGNATURE PROGRAM

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