

GET IT

*Navigating
Uncertainty*

ONE. CONVERSATION. AT. A. TIME

PMI - CENTRAL IOWA CHAPTER
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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 _____.
- Communicate _____. It avoids fears, rumors and speculation.
 - You can be factual and _____.
 - Speak truthfully and thoughtfully so you remain _____.



INDIVIDUALLY

.....
Leading yourself so you can stay anchored/moored.

Watch your spiraling stories. *[how & what ya think]*

Low Energy Words

vs

High Energy Words



5 Best Questions PRIOR to Making a Decision

1. Where am I _____ to?
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] ?

The Power of **PROFITABLE** **CONVERSATIONS**



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