

LOVE, LEAD & ACHIEVE

The Power of Change is in Your Hands



Change Management & Communication Workshop

- INTRODUCTION

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OBJECTIVE

- ❑ **Self Awareness and Self Reflection**
 - ❑ **Identity & Cultural Influence**
 - ❑ **Leadership & Communication**
 - ❑ **Change & Transformation**
-

SELF AWARENESS

SELF REFLECTION

- Obstacles & Challenges
 - Thinking out of the box
 - Behavior Change
 - Breaking the barriers
 - Focusing on the vision
-

LEADER'S VALUES

- The 4-H Clover symbolizes four actions leaders try to accomplish.
- The four H s' stand for **Head, Hands, Heart, Health**, as it is in the pledge.
- I Pledge My **Head** to clearer thinking,
- My **Heart** to greater loyalty,
- My **Hands** to larger service
- My **Health** to better living for my Family, my Community, my Country and my World.



- **LEADER'S VALUES**
 - Sense of *humor*
 - Competence
 - Commitment
 - Creativity
 - Self-discipline
 - *Humility*
 - Flexibility
-

QUESTION



- Identify some of your challenges & problems in your life and work?
 - Observe how do you feel when you think about your challenges and problems?
-

Emotional Intelligence

- Thinking & Feeling



JOHARI WINDOW

- Joseph Luft
- Harry Ingham
- 1955
USA



QUESTION

- What Makes You feel Powerful?



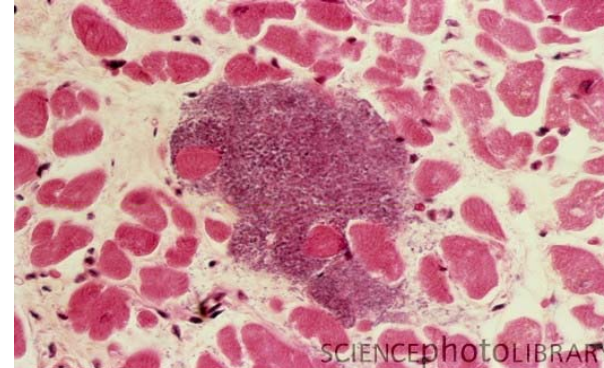
- What makes you feel Powerless?



The Power of Positive Thinking



- Negative thinking- Infected heart



- Neutral thinking- balanced heart



- Positive thinking- pure heart



Feelings

■ Bad Feelings

Heavy
Depressed
Angry
Frustrated
Stressed
Powerless
Helpless
Stuck
Sick
Revengeful
Weak
Rejected
Unloved



■ Good feelings

Joy
Love
Forgiveness
Compassion
Understanding
Patience
Empowered
Helpful
Open
Kind
Generous
Giving
Powerful



Turn Around: From Negative to Positive

- Bad Feelings

- Heavy
- Depressed
- Angry
- Frustrated
- Stressed
- Powerless
- Helpless
- Stuck
- Sick
- Revengeful
- Weak
- Rejected
- Unloved

- Good Feelings

- Light
 - Optimistic
 - Peaceful
 - Balanced
 - Relaxed
 - Powerful
 - Helpful
 - Free
 - Healthy
 - Forgiving
 - Strong
 - Accepted
 - Loved
-

QUESTION

- Look at your challenges and identify all the negative feelings you feel [in all nuances] and list them one word per feeling.
 - Then turn each feeling around in using positive word next to it. Read them silently and observe how do you feel?
-

BEHAVIOR CHANGE

- Stop
- Look
- Listen
- Learn
- Let go
- Love



- Kindness is not stupidity
 - Knowledge is only a tool
 - Wisdom is freedom
 - Generosity is ownership
 - Humility is power
 - Compassion is love
-

PRACTICAL EXERCISE

BODY LANGUAGE

- IF YOUR BODY COULD SPEAK
WHAT WOULD IT SAY?



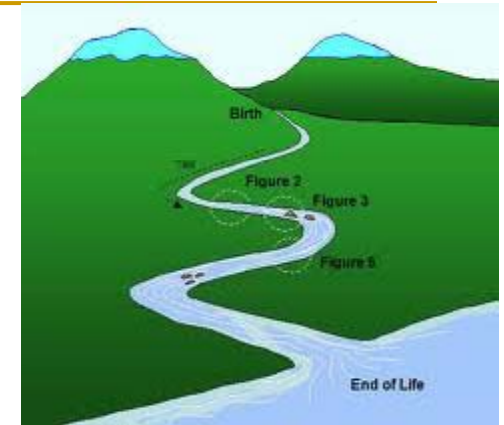
Practical Exercise

- Body Dialogue
Exercise: [Mirroring
Each Other



Practical Exercise

- The River of Life
- Lessons Learned



IDENTITY

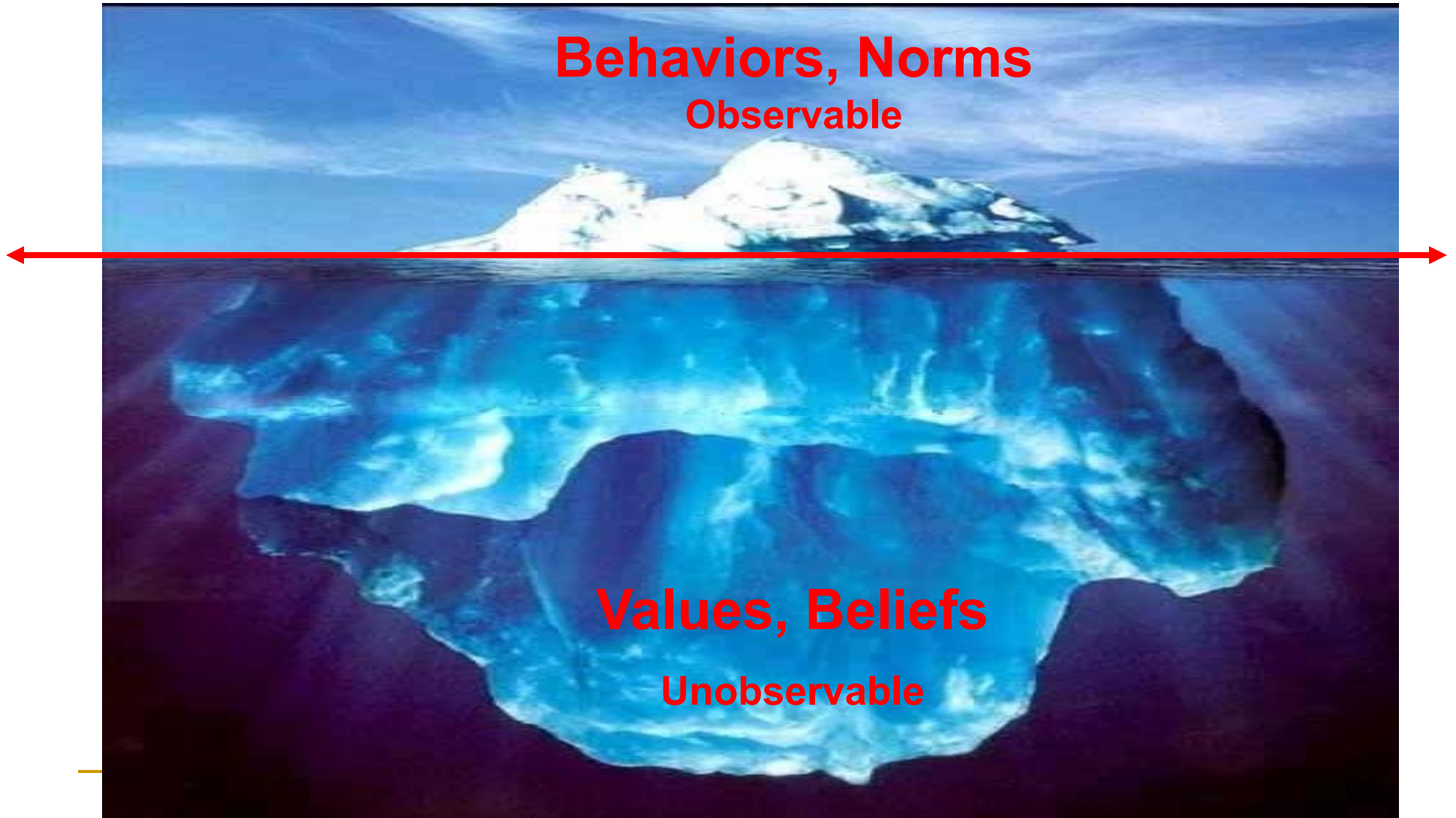


- ✦ Identity: Our way of being
 - ✦ Coping with the each other and the world
- ✦ Culture is a system of shared **Values, Beliefs, Behaviors, Norms (VBBN)**

- ✦ Learned:
Passed between generations
- ✦ Universal:
Behaviors that cross cultural lines



Identity & Cultural Influence



Practical Exercise: Values

Identify your own values

Reflect a few minutes on values and make a list of essential values that are vital

- a) for you in your private and professional life
- b) values, on which the organization, you work for, relies on
- c) values, you believe, an ideal organization should be based on.

a).....
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b).....
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c).....
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Practical Exercise

1 Reflecting on Values

GROUP WORK: BEHAVIOR WAYS OF ACTING & REACTING

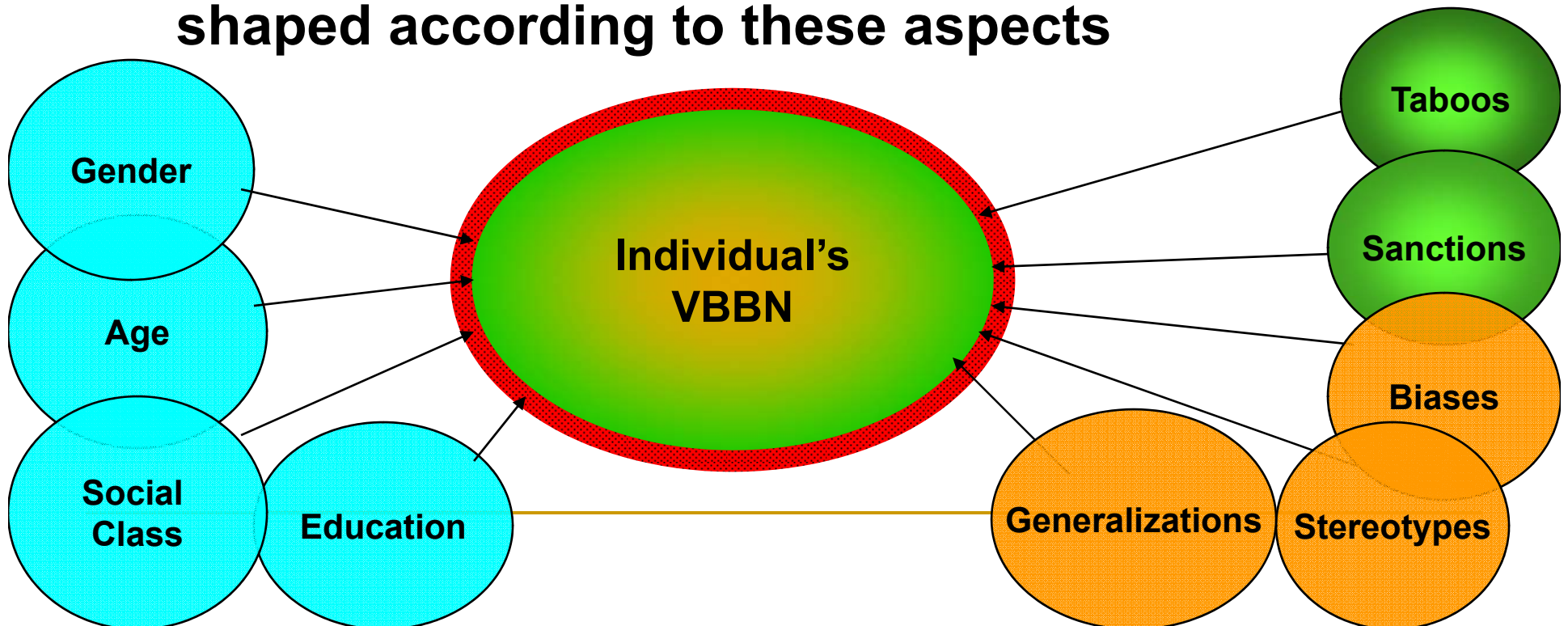
Behaviour, ways of acting and reacting:

Looking at the list of values, how are they transformed into behaviour and ways of acting? Give some examples:

Value	Transformation into behaviour and acting
Openness	I am prepared to tell others what worries me.

Individual Cultural Lens Subcomponents

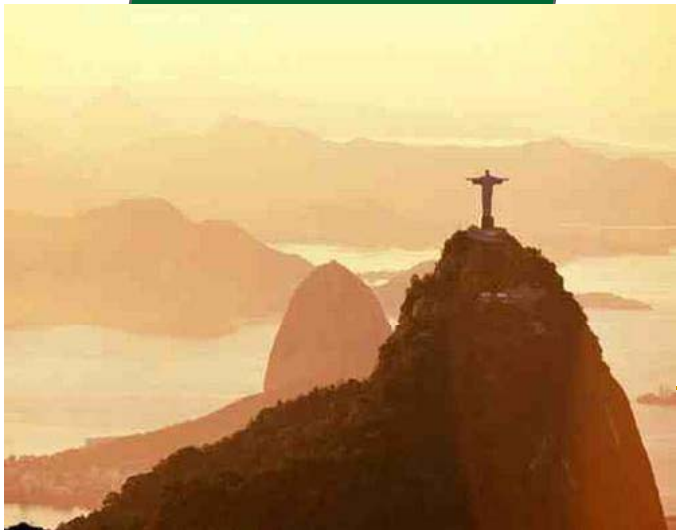
- These are some of the aspects that affect an individual's VBBN and their cultural lens
 - The view from their personal cultural lens will be shaped according to these aspects



PRACTICAL EXERCISE

- WHO AM I?

Considering
Values
Beliefs
Behaviors
Norms



QUESTIONS

- 1. What is your favorite color
 - 2. What is your favorite food
 - 3. What is your favorite song
 - 4. What is your most valued possession
 - 5. What is your greatest strength
 - 6. What is your greatest weakness
 - 7. What is your best skill
 - 8. What is your greatest mistake
 - 9. What is your greatest fear
 - 10. What is your greatest accomplishment
 - 11. If your life ended up today what is one thing everyone who knows you will say
 - 12. What would you want them to say
 - 13. Why wouldn't or couldn't they say what you want them to say
 - 14. How have you been celebrated/honored
 - 15. How do you celebrate and/or honor yourself
-

PRACTICAL EXERCISE

- HOW DO I SEE MYSELF?



- HOW DO OTHERS SEE ME?



- HOW DO I SEE OTHERS?



PE -INSTRUCTIONS

- Divide the class in groups of 4 or 5 students
 - Ask the group to read the questions for the given topic
 - 15 minutes group discussion
 - Each group selects a presenter
 - Ask the group to note what similarities and differences they have among themselves, agreements or disagreements
 - 5 minutes group presentation
-

TOPIC : TRADITION & INFLUENCE ON IDENTITY- PE QUESTIONS:

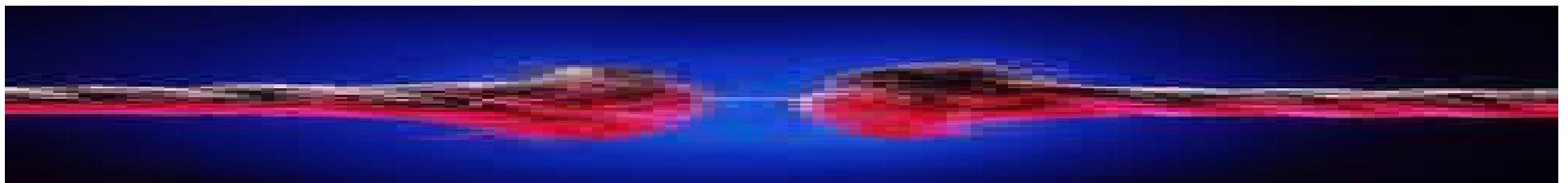
1. What role does tradition play in your life?
 2. How has tradition influenced your identity?
 3. What is unacceptable for you about your tradition?
 4. What are negotiable and non-negotiable aspects of your tradition for you?
 5. How can you best use tradition in work diverse setting please give an example?
-

CONFLICT



■ QUESTIONS

- What is your biggest conflict?
- Do you know the source of conflict?
- At what level is your conflict
- What is your approach to solving the conflict?



PROBLEM SOLVING



- Win-Lose
- Lose-Lose
- Win-Win



7 Steps of Problem Solving:

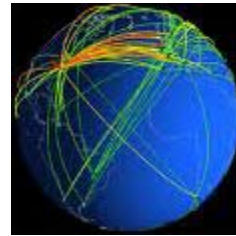
1. Define and identify the problem
2. Analyze the problem
3. Identify possible solutions
4. Select the best solution
5. Evaluate solutions
6. Develop and Action Plan
7. Implement the solution



Problem, Attitude, Approach & Behavior

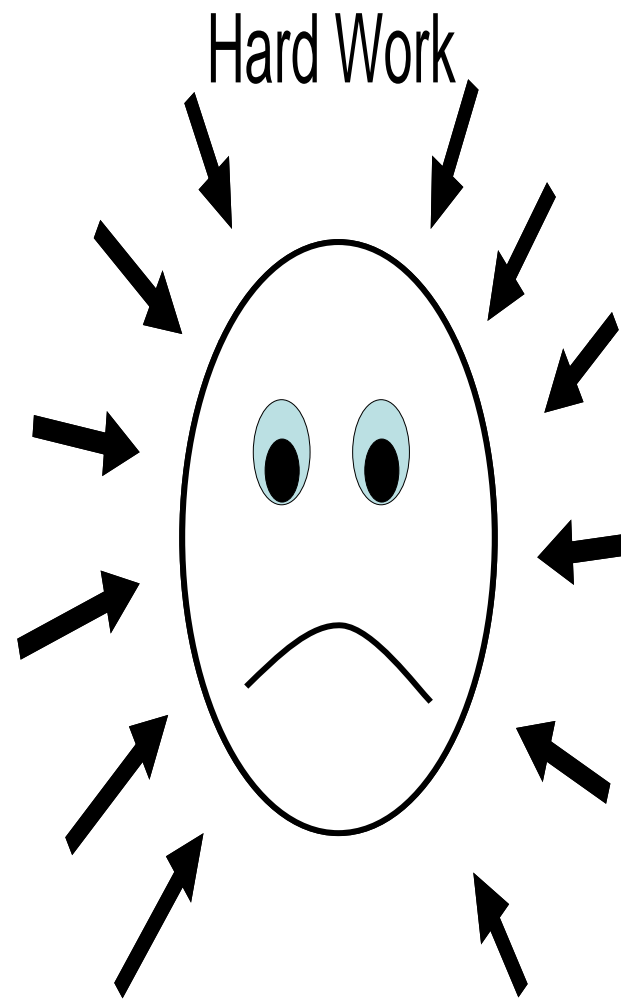
- **Group Work:** [Mapping Process- Divide the groups and ask each group to identify a problem at work, focusing on attitude, approach, and behavior- ask the groups to find the reasons by asking the question WHY for each reason they come up in order to map the statements and discover the sources of the problem.
 - **Question 1:** “That which you have missed, you go on thinking you will catch in the future?”
 - **Question 2:** “ When somebody insults you, do you become a receiver, and if you accept what he says, how do you react?”
-

BE THE CHANGE YOU WANT TO SEE IN OTHERS



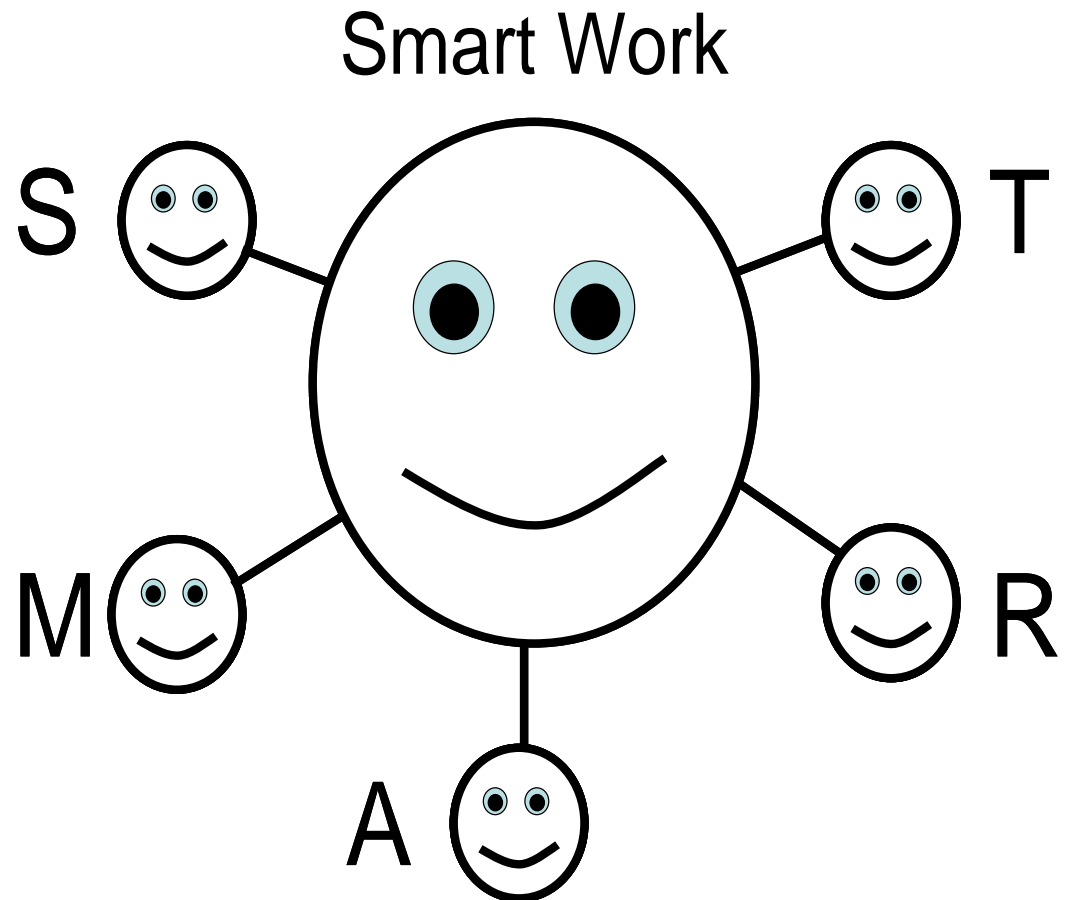
Leadership

- Personal Power



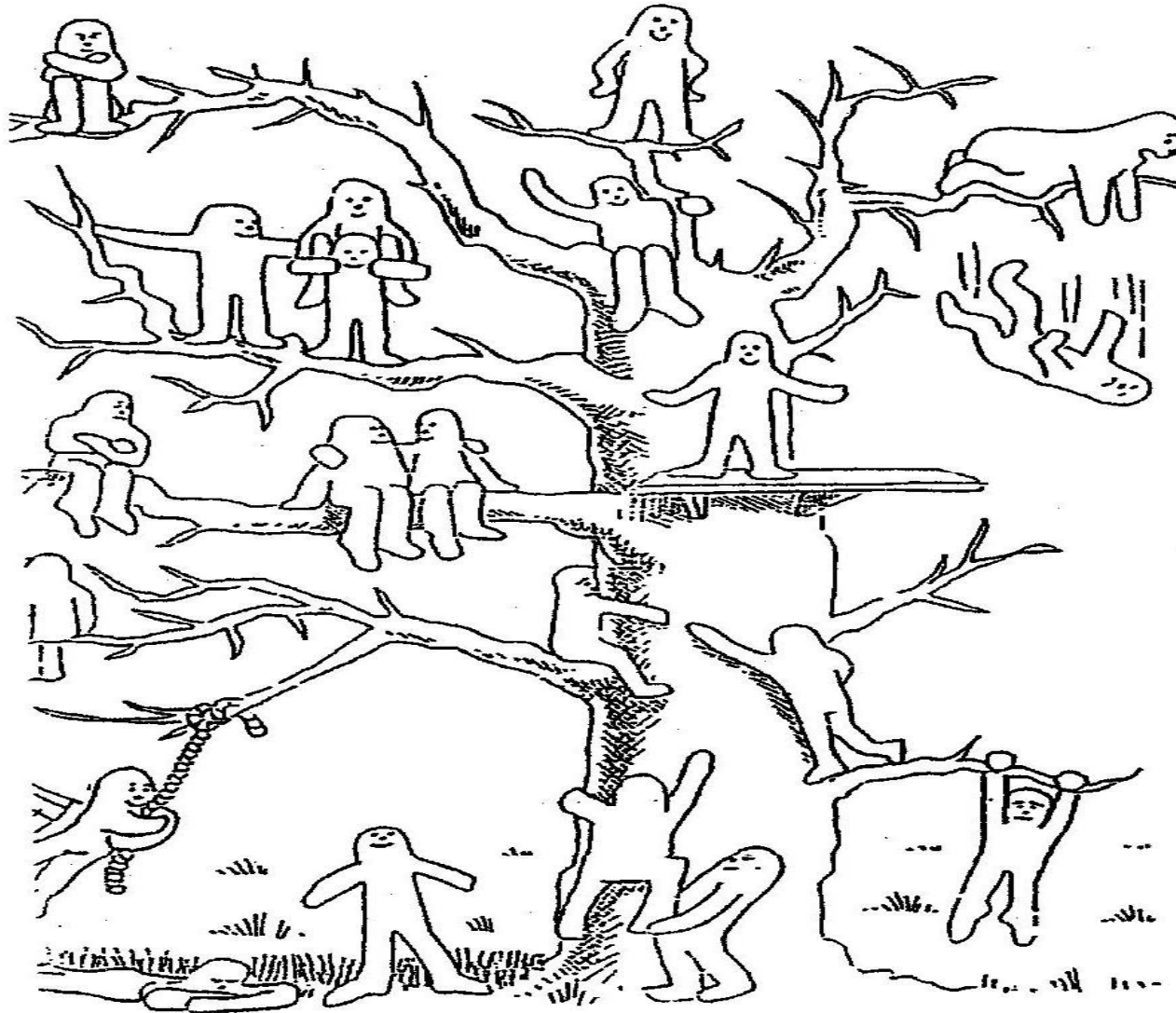
Leadership

- S = Specific
- M= Measurable
- A= Achievable
- R= Realistic
- T= Time limit



Practical Exercise

Little People on the Tree . . .



Question

- Does your success match your happiness?

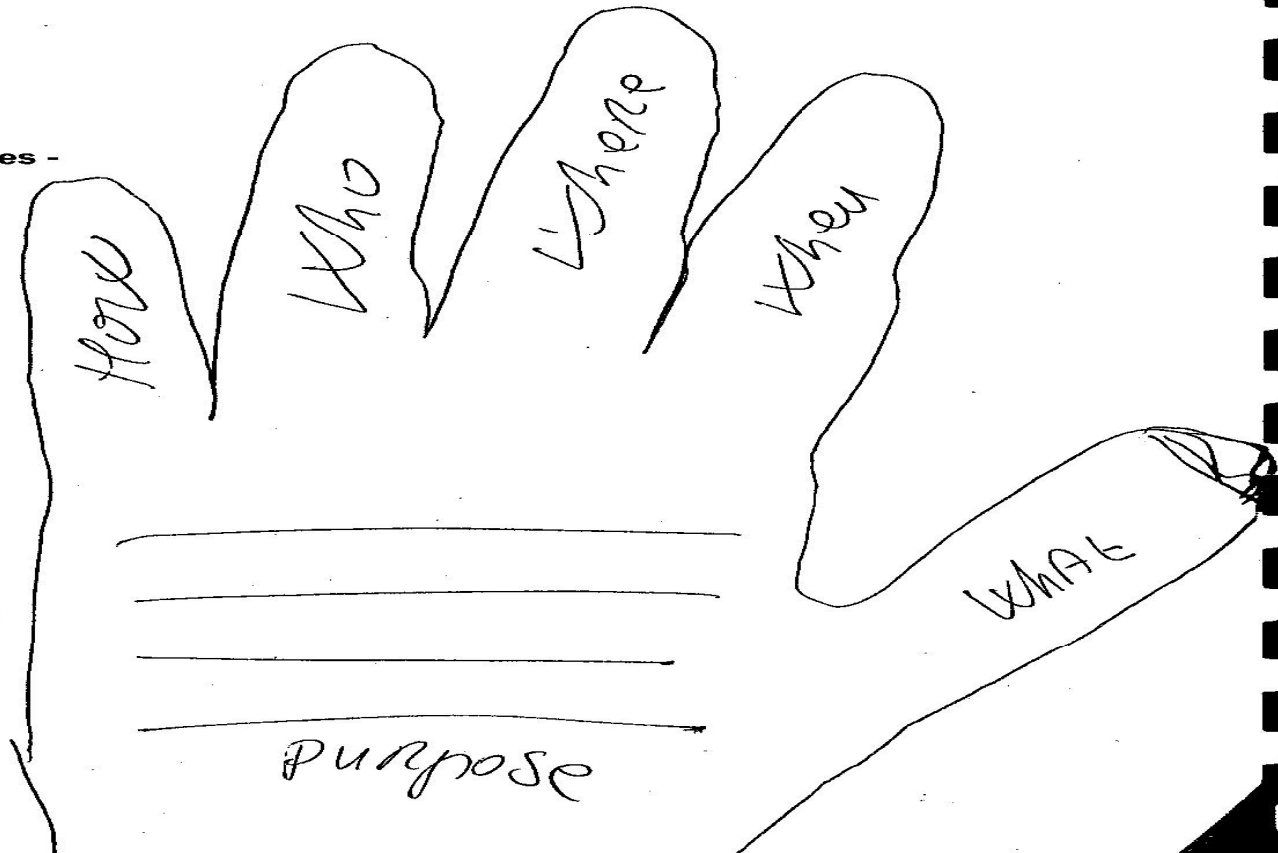


MY Purpose

MY PURPOSE – What Do I Want?

I Do Have it in My Hand . . .

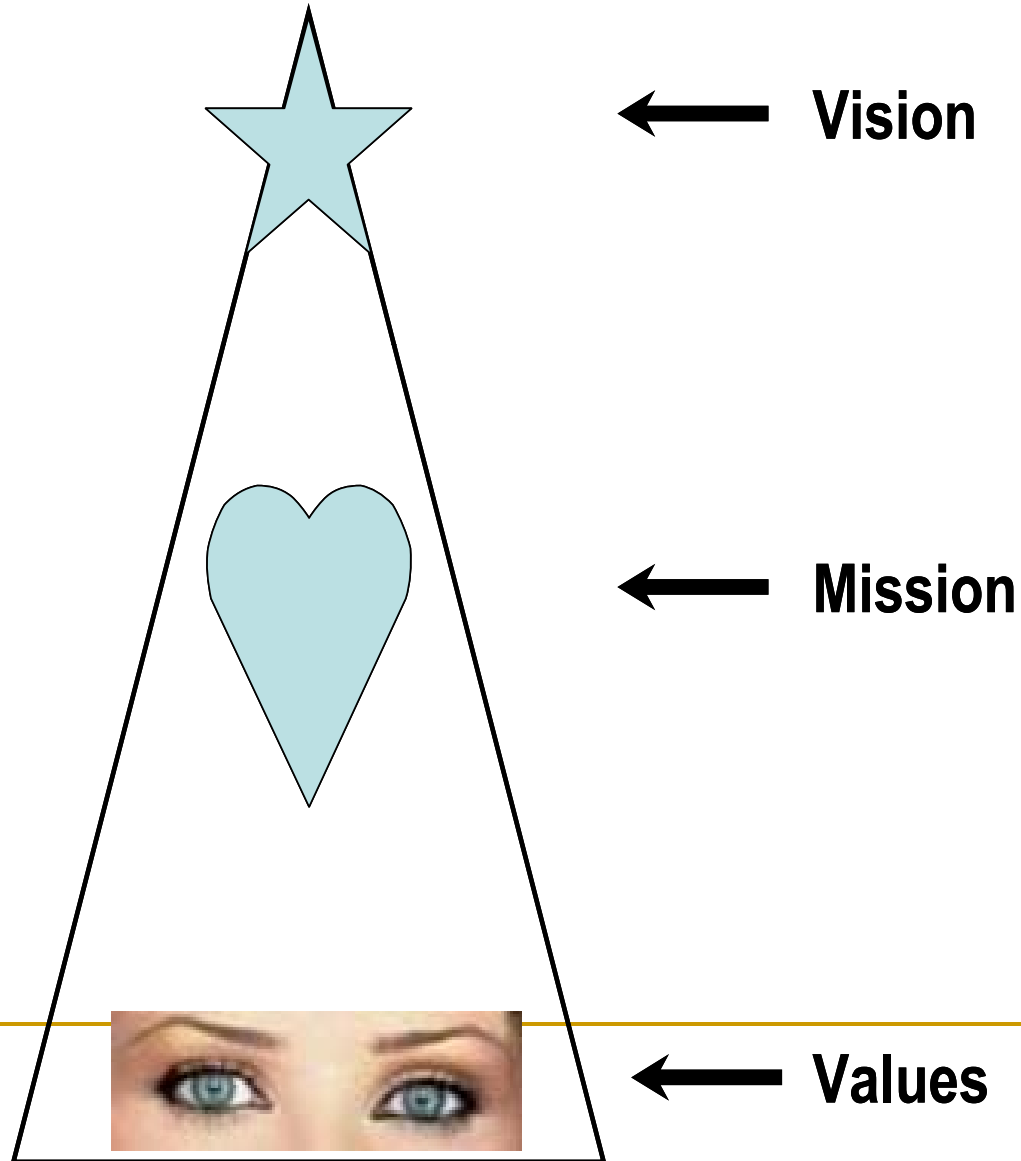
- What –
- How –
- Who –
- When –
- What Resources –



SWOT ANALYSIS

SWOT Analysis	
Strengths <ul style="list-style-type: none">•••	Weaknesses <ul style="list-style-type: none">•••
Opportunities <ul style="list-style-type: none">•••	Threats <ul style="list-style-type: none">•••

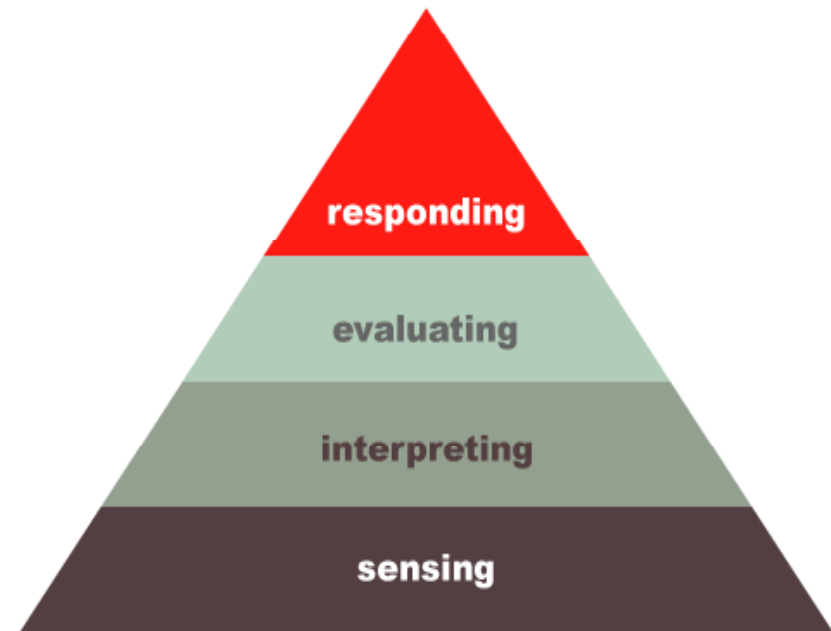
Mission, Vision, Values



PERCEPTION AS REALITY

- How do you communicate what you think?

- ACTIVE LISTENING



Practical Exercise

Active Listening

- How does it feel to be truly listened to?

L = Look interested - get interested
I = Involve yourself by responding
S = Stay on target
T = Test your understanding
E = Evaluate the message
N = Neutralise your feelings

Motivation

- How do you motivate others to do what you want them to do?
- What tools do you use?
- What are your most useful skills?



Difficult people vs easy going people

- 4 categories of people:
 - Darkness to darkness
 - Light to darkness
 - Darkness to light
 - Light to light
 - [Identify difficult people in your work and make a list of their attitudes and behavior characteristics?]
-

Practical Exercise

Leadership Inventory

Your Name: _____

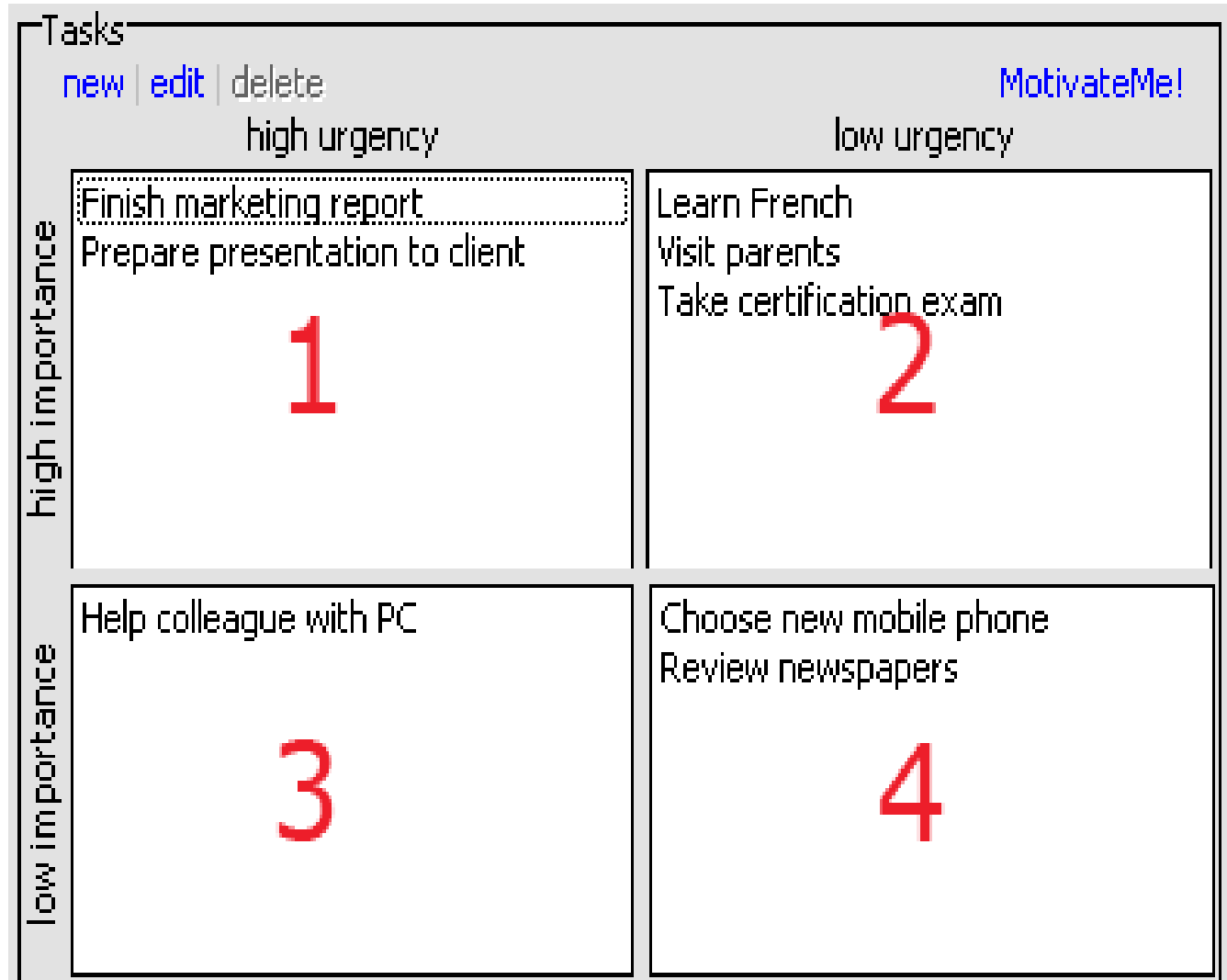
Instructions: Attach this Leadership Inventory to your back. Other group members will place a check next to any quality they perceive that you possess. Some qualities will have check marks; others will not. Remember that successful groups include a variety of unique individuals who play different roles. This inventory will help you better understand your role in this group.

_____ Creativity
_____ Ambition
_____ Strong Values
_____ Cleverness
_____ Motivation
_____ Trustworthiness
_____ Imagination
_____ Empathy
_____ Sense of Humor
_____ Open-Mindedness

_____ Persistence
_____ Confidence
_____ Calmness
_____ Intelligence
_____ Intuition
_____ Adaptability
_____ Likability
_____ Dedication
_____ Tolerance
_____ Loyalty

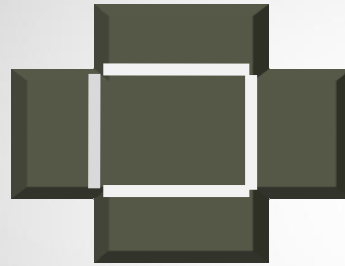
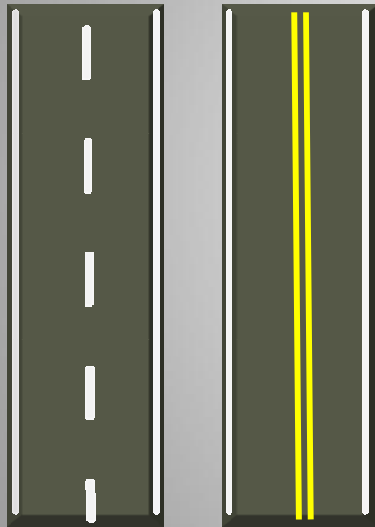
TIME MANAGEMENT

- Eisenhower Principle of Prioritizing



RAPPORT BUILDING

How is rapport demonstrated by each of these images?



Mutual Benefit

Established Norms

Each is a control measure to reduce hazard.

Competence increases with practice.

RAPPORT BUILDING

Essential Components

Positivity



Coordination

Attention

RAPPORT BUILDING

Attention

Interest in “Other”

- Small Talk
- Listen and Validate

Interest in the Relationship

- Greet Properly
- Interact Appropriately

Mutual Goal

- Identify Common Concerns



RAPPORT BUILDING

Positivity

Warm and Friendly

- ☺ Smile ☺
- Food and Drink
- Relax

CARE

- Concern
- Acknowledge
- Respect
- Empathize

RAPPORT BUILDING

Coordination

Awkward at First

- Appear comfortable
- Laugh with each other

Lots of Reassurance

- “Thank You”
- Forgive Errors
- Clarify Communication

Establish Trust

- Be a Little Vulnerable
- Deliver on Promises

RAPPORT BUILDING

Short-Term Rapport

Attention

- Interest in “Other”
- Interest in Relationship
- Mutual Goals

Positivity

- Warm and Friendly
- Show Hospitality
- CARE

Coordination

- Awkward at first
- Lots of reassurance
- Establish trust

RAPPORT BUILDING

Medium-Term Rapport

Attention

- Sustain initial gains
- Remember details
- Begin to establish goals

Positivity

- Trust rewarded
- Validate concerns
- Allow disagreement

Coordination

- “Soft-agreements”
- Testing relationship

RAPPORT BUILDING

Long-Term Rapport

Attention

- Regular reinforcement
- “Friendship”

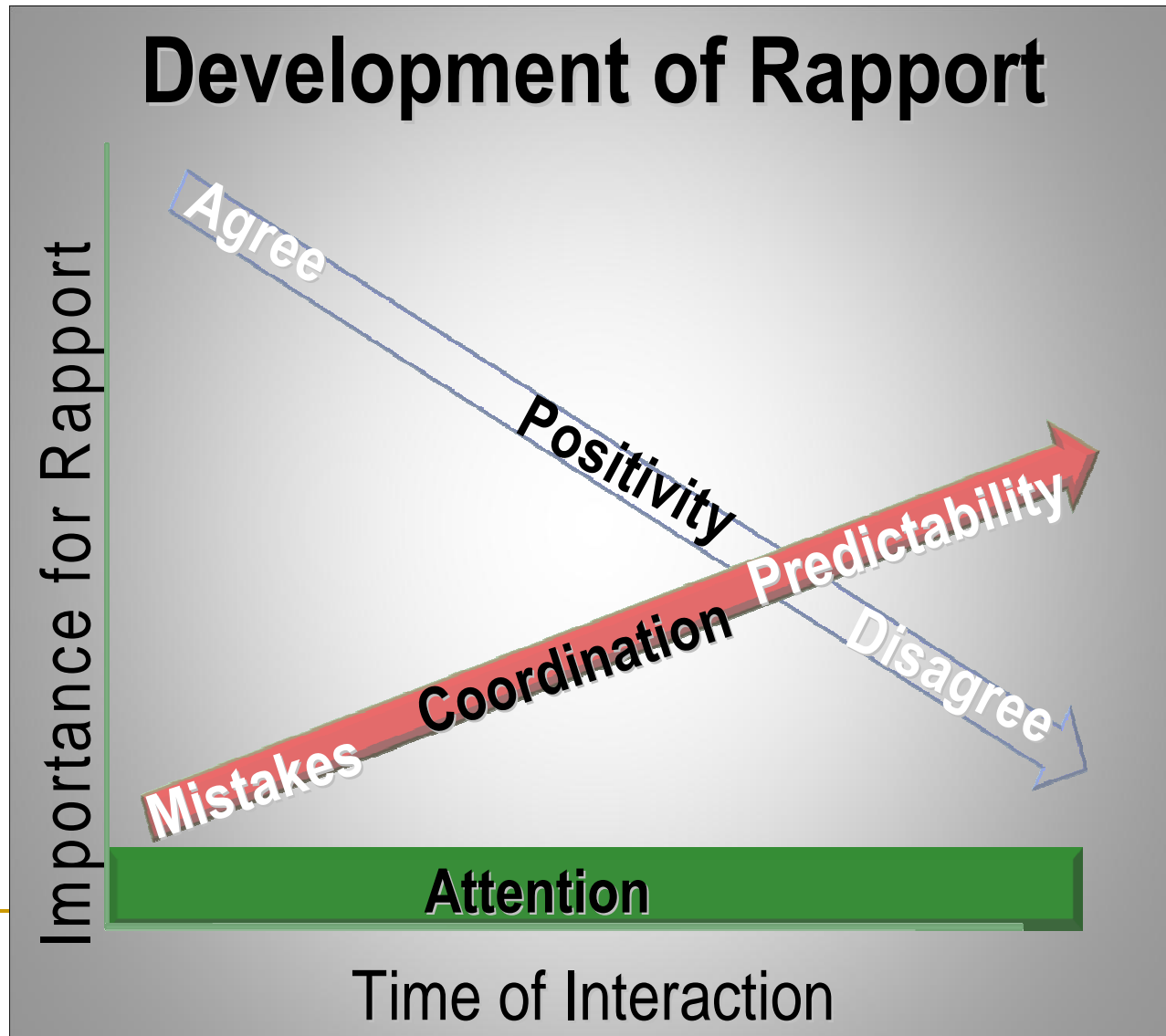
Positivity

- Focus on what works
- Recognize success

Coordination

- Firm agreements

RAPPORT BUILDING



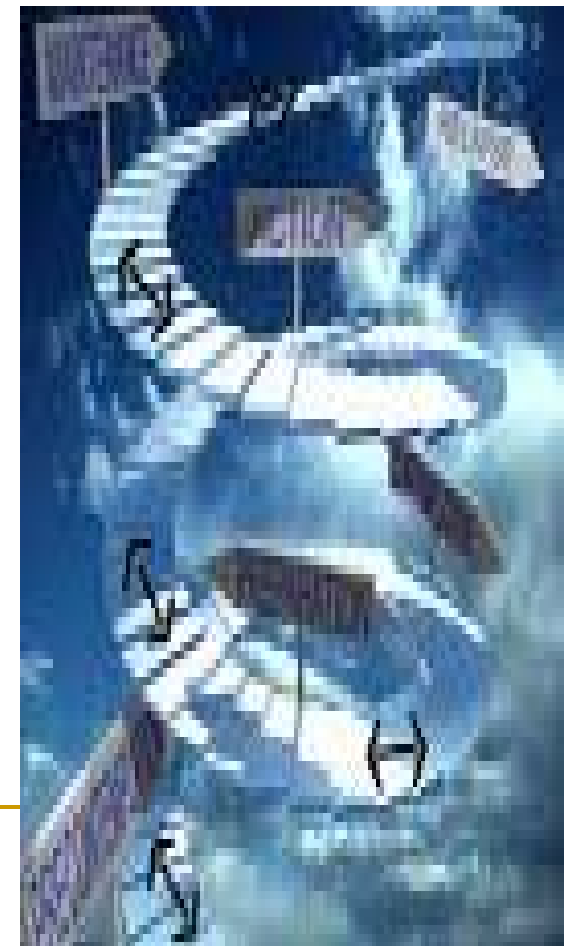
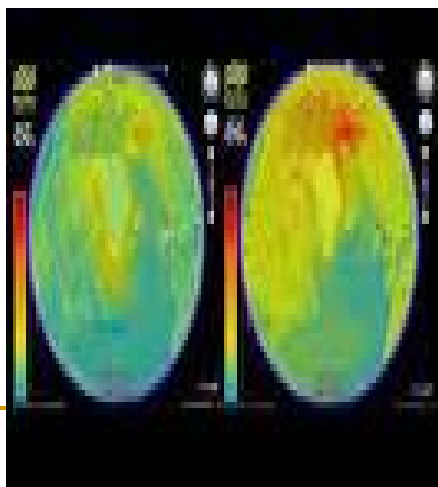
CHANGE

■ Understanding

CHANGE



DON'T BE
AFRAID OF CHANGE.



MANAGING CHANGE

- Identify the change
 - Prepare the change
 - Plan the change
 - Implement the change
 - Sustain the change
-

TOPIC : CHANGE- QUESTIONS

- What kind of change would you like to make in your life?
 - What kind of changes would you like to make in the following:
 1. Feelings
 2. Relationships
 3. Body
 4. Love
 5. Work
 6. Money
 7. And spirituality
 - What stops you from making these changes in your life?
-

Practical Exercise

CREATE YOUR VISION FOR CHANGE

- First identify your values
- Then write your Mission
- And finally write your vision



CELEBRATE THE CHANGE

- Movement Slow Dance



MEDIATION VISUALIZATION

■ THE GARDEN



REVIEW

- Self Awareness & Self Reflection
 - Emotional Intelligence & Body Language
 - Behavior Change
 - Identity & Cultural Influence
 - Conflict
 - Leadership & Communication
 - Rapport Building
 - Change
-

Pictures Speak a Thousand Words

- My profile as a leader
- I hope you enjoyed this Presentation?



THANK YOU & BE HAPPY

The many ways of saying

XIÈXIE "Thank You" SPASIBO

GRACIAS

Grazie Mahalo

Merci

Danke

WA-DØ

Arigato

Thanyawaad

Asante

Questions

