



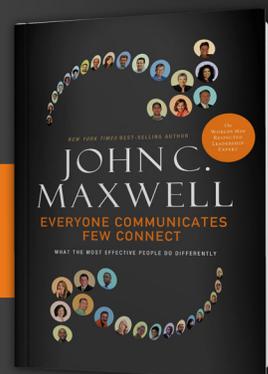
EVERYONE COMMUNICATES FEW CONNECT

WHAT THE MOST EFFECTIVE PEOPLE DO DIFFERENTLY



GUIDE for TEACHING,
COACHING & FACILITATION

Based on the book
by John C. Maxwell



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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. **Vision**
2. **Pragmatism**
3. **Consensus Building**
4. **Charisma**
5. **Trustworthiness**

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

Leadership is **Influence**.

Connecting Signals

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

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

Jorge Rodriguez – 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 **Understanding the Value of People**. Jim Collins, author of Good to Great, observes, “Those who build great companies understand