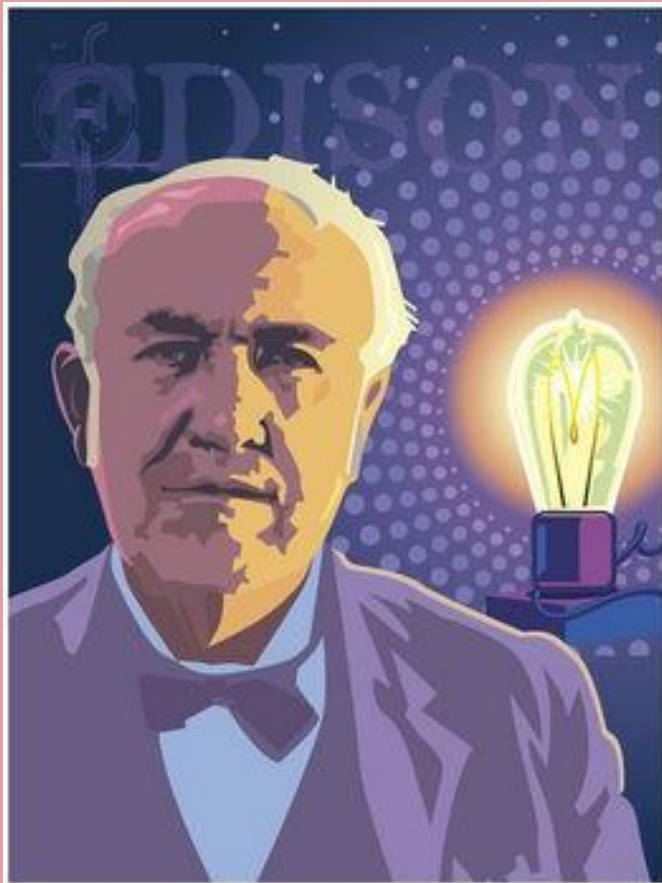


Relationship Intelligence: **How to Improve Your Team's** **Communication to Increase Innovation**



WSAE Innovation Summit – Sept. 12, 2013

Darcy Luoma



Roadmap: Where we are going!

TEAM Focus:

- Relationship Intelligence
- Dealing with conflict
- Team Toxins

INDIVIDUAL Focus:

- Leadership Presence
- Self Leadership

www.DarcyLuoma.com

What is innovation?





Adoption of new practice
in a community.

- From The Innovator's Way

Focus on effective TEAMS

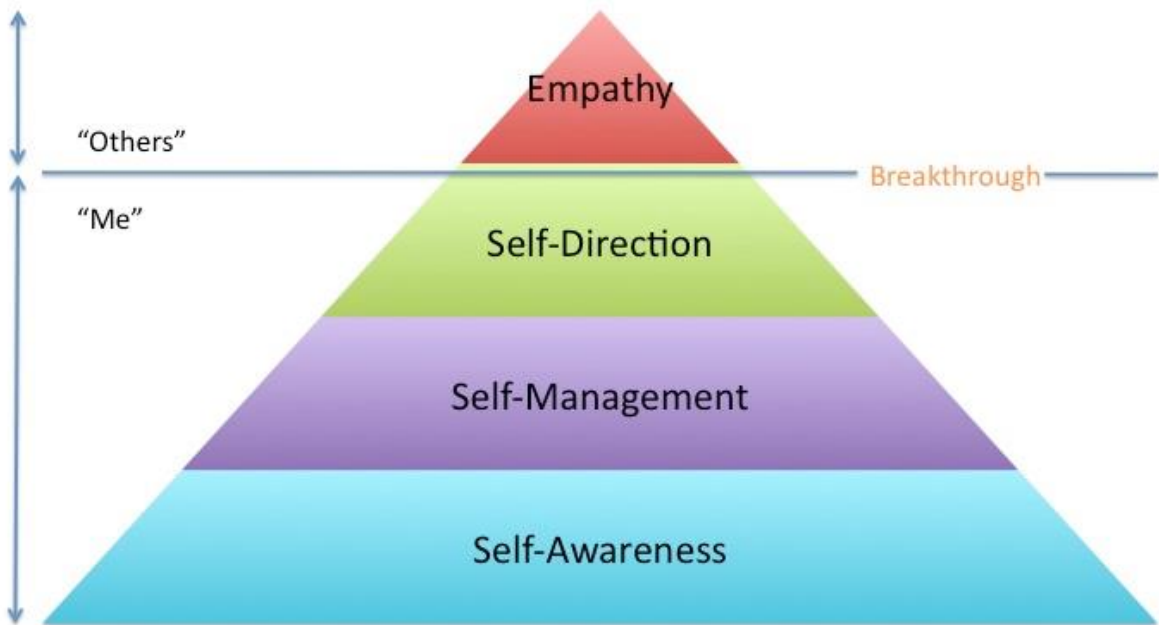


Emotional Intelligence (EQ)

EQ =
Self Awareness
+
Self
Management



Emotional Intelligence



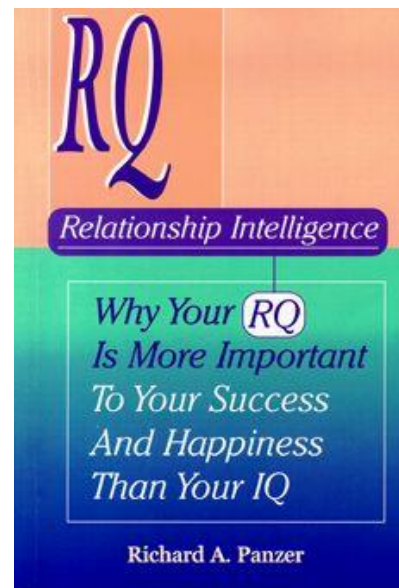


Relationship Intelligence (RQ)



Relationship Intelligence

RQ =
Relationship
Awareness
+
Emotional
Intelligence



Personal Reflection: Deepen the Learning

Self Reflection

Think of a relationship with a rub or conflict.

1. When you are engaged in the conflict, how do you behave? What triggers you?
2. How does the other person behave? What triggers them?
3. What frustrates you about how the conflict is handled in this relationship?
4. What do you appreciate about how it's handled?

The Gottman Institute



Team Toxins



Four Team Toxins

1. **Criticism** – “It’s your fault.” OR “You always/never...”
2. **Defensiveness** – “It’s not my fault.”
3. **Contempt** – “You IDIOT!”
4. **Stonewalling** – “Forget about it.” OR Silence

Criticism



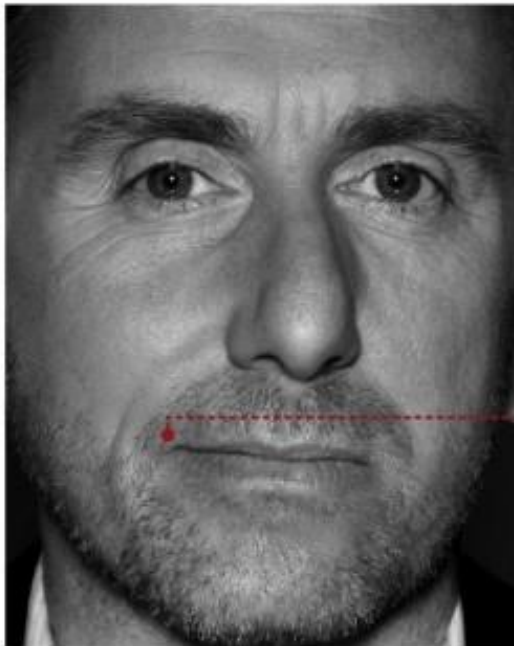


Harsh Start up



Defensiveness

DEFENSIVENESS
is the relationship
DESTROYER



contempt

① lip corner tightened and raised on only one side of face



Flooding

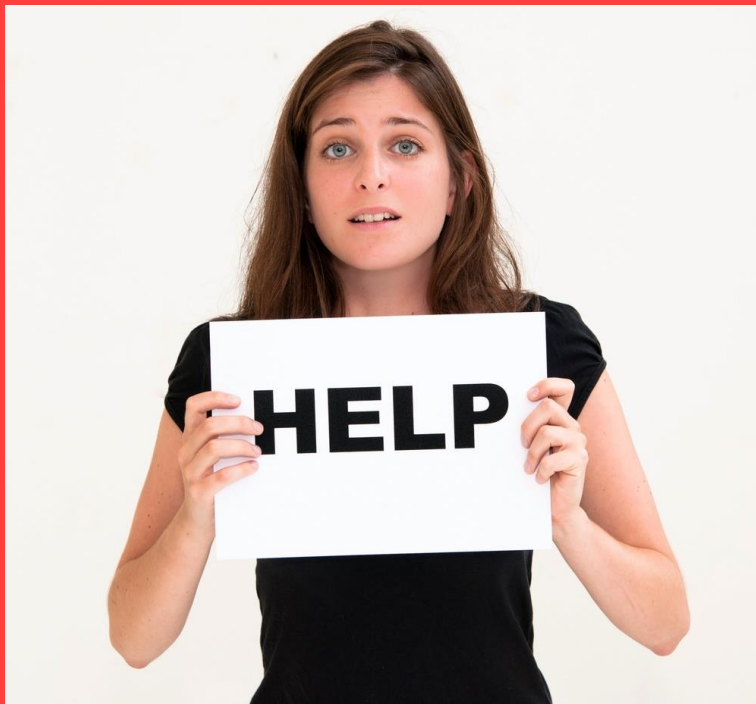


Personal Reflection

Self Reflection

1. Which toxin is your personal “favorite”/do you do best?
2. Which horseman is showing up most in your conflict example?
3. Which is most damaging to this relationship?
4. Which toxin shows up most in your organization?

What to do?



- e responsibility.
than “you”. Instead
_____ about this
t you to _____.”
fluence. Ask

Defensiveness Antidotes

- Practice the 2% rule.
- If only 2% of what they are criticizing about you were true, what part of it could you own?
- Ask yourself, “What’s my contribution?”
- Get curious. Be open to influence. Ask questions.

Defensive behavior is the primary barrier to effective communication because when a person is being defensive they actually don't really **listen** to the other person.



And if listening isn't present, how can two people **effectively communicate** with each other?

www.FlowingWithChange.com

Contempt Antidotes

- Make a commitment to stop.
- Check and see if you are flooded and ask for a break.
- Resume when you can continue without losing control. Then address the behaviors you want to see changed using the “I feel...when you...and I want...” format.
- Get curious. Be open to influence. Ask questions.



Stonewalling Antidotes



- Check to see if you are flooded and tell them.
- Request a brief break and say, “I will be back at ____ (time).”
- Take a few moments to figure out what you want to say and return at the agreed upon time.
- Get curious. Be open to influence. Ask questions.

Repair Bids



Soft Start-ups

- 96% of the time you can predict the outcome of a conversation on the **first 3 minutes** of the 15 min. interaction!
- If you start the discussion with a harsh startup, pull the plug, take a breather and **start over** with a soft start-up.



Emotional Bank Account

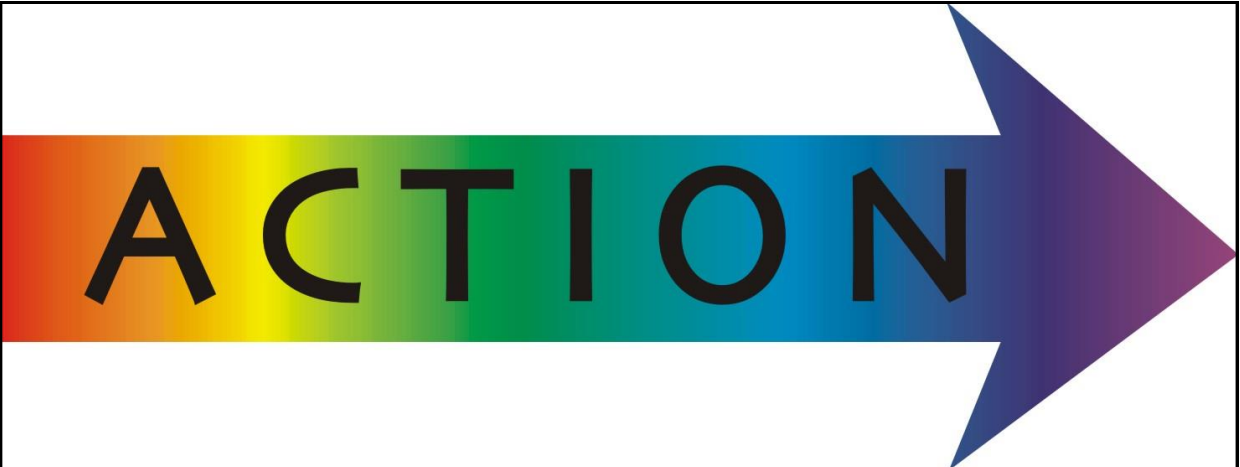


Going from **invention** to....



Innovative team that works together!





ACTION

1. What can I do differently to improve this relationship?
2. What is one action/intention I will commit to in regards to this relationship?