

## Nuggets Day 5

- Line of sights
- Making the pie bigger
- Communicate in common language of people
- Drumbeat of communication
- J-curve
- Conflict management
- Alignment between limited needs and unlimited resources
- Middle managers can ride reform - internal & external
- Build INT IN communication management
- Why are you changing?
- In negotiation. - interests & concern first, not positions
- Mission statement - like a pop song, everyone can sing along
- Raise your voice not the sea level
- All conflict styles are useful, just different situations.
- Stories should be incomplete
- the diagonal coalition of the willing
- Fear of unknown - change is good. You go first.
- Tell people a story if you want them to think differently
- Separate the problem from the person
- Flexible on position
- Commitment to changing course change as end comes in
- Tomorrow - start now
- Squint your ear
- Fill out white space
- Make it their idea
- Share team appreciation, create blind spots in foresight
- Invent options for mul gain
- Clarify - compliance of communication