

Nuggets Day 7

- Leadership is not about you!
- Hit the ground listening
- Gorilla!
- You can overuse a the strength → blind spot
- Yes - does not mean message has been received
- Get a piece of pie, not see the whole pie
- Have to know how you communicate to change how you communicate
- Can't disagree with someone's expectations
- Make your thinking visible
- People are more willing to accept changes when they are part of the making
- Know your own narrative
- opportunities you have
- Be assertive not aggressive
- Success diminishes openness to change
- People may not care until you show you care
- You are not always the best messenger
- Knowing how to talk doesn't mean you know how to communicate
- Effective reforms are not just personal; they are interpersonal
- Ask more question
- Ask what they will do next
- First empty your cup -- receive knowledge
- Invest in relationships
- Emotional bank account -- organizational cookies
- The only message that matters is the one that is received
- Software programmed to please up
- Good communicators make you feel like you are the only person in the room
- Narrative: know your audience
- information matters when others find the void (white space)
- credibility matters --- trust; one source of credibility is affinity
- Balanced information
- multiple platforms for narratives
- Narratives can be contested
- states are creators of narratives
- stories fragile and get rewritten
- Stories have villains and heroes