

TRANSFORMATIONAL CONVERSATIONS

*How To Become Exceptional At Having
Important Talks With Significant People*

Created and Presented by Steven Snyder

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People engage in many levels of conversation. From having pleasant inconsequential small talk, to our most important communications, with the most significant people in our lives. It is those consequential talks that make the most difference that I call **Transformational Conversations**.

Conversations such as:

Talking with your spouse about the very best ways to parent.

Talking with your partner about where the company could go.

Talking with an employee about improving their performance.

Talking with your kids about right and wrong, and yes and no.

In this seminar we will utilize:

The AlphaLearning Focused Passion Process to manage stress and set up states of peak performance.

Neuro-Linguistic Programming Techniques to release negative patterns and create successful results.

Listening and Reflective Communication Skills to develop rapport and insure mental and emotional clarity.

Brain Mind / HeartMind Exercises for building confidence, developing interest, and enhancing empathy.

We all have important conversations, executives probably more often than most. Working to maximize the outcomes of these interactions, can be among our most rewarding investments. **The vital exchanges that we have with the people who matter the most, are the Olympic Events of our lives.** They can be the crossroads, the turning points, that determine our future. In circumstances such as these, exceptional focus, clarity, empathy, and understanding are essential. **Be sure that the next time you have one of these Transformational Conversations, you are prepared to be truly exceptional!!**

Value to the members: You will learn to

Focus your attention and your passion, to make any chosen conversation, a truly peak performance.

Tune in to your partner's process and content, so that you are in harmony with their entire message.

Guide your partner into quickly understanding your process, to promote even greater communication.

Program your mind and heart, to both create, and to be prepared to receive, your desired outcomes.

Have conversations in a state with instant access to creative genius, to handle anything unexpected.

Walk proudly away from important conversations, feeling like you did your best, and gave it your all!

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Transformational Conversations

*How To Become Exceptional At Having
Important Talks With Significant People*

Hiring Conversations

(Meeting / Exploring / Interviewing / Auditioning)

Information Conversations

(Mentor / Learner / Questioning / Collaborating)

Decision Conversations

(Negotiating / Goal Setting / Reaching Conclusions)

Empathy Conversations

(Sharing Feelings / Emotions / Understanding)

Solutions Conversations

(Problem Solving / Logic / Creativity / Innovation)

Commitment Conversations

(Integrity / Values / Contracts / Agreements)

Discipline Conversations

(Expectations / Criticism / Ramifications)

Empowerment Conversations

(Enthusiasm / Inspiration / Motivation / Joy)

Appreciation Conversations

(Compliments / Compensation / Reward)

Firing Conversations

(Termination / Leaving / Ending / Retiring / Closure)

PREPARATION FOR EFFECTIVE COMMUNICATION

Let Go And Prepare To Listen

Alpha Exercise – Close your eyes, take a deep breath and imagine your peaceful place. Take about a minute and with each inhale repeat to yourself, “I am relaxed” (or similar words), and with each exhale repeat to yourself something like, “I am at peace”. Feel yourself letting go of what you were doing and begin to unwind. Whenever you are ready, open your eyes.

Focus Your BrainMind And HeartMind On Your Conversation Partner

Alpha Exercise – Close your eyes, take a deep breath and again imagine your peaceful place. Begin to think about the person with whom you are going to be speaking. Become aware of the thoughts and feeling that come up for you. Notice these thoughts and feelings with no judgement or attachment to any of them. Next, recall (or imagine) a positive experience that you have shared with this person. Think of something about them that you appreciate. Whenever you are ready, you can open your eyes.

Focus Your BrainMind And HeartMind On The Upcoming Conversation

Alpha Exercise – Close your eyes, take a deep breath and again imagine your peaceful place. Begin to think about your intention and your optimum outcome for the upcoming conversation. Imagine the process flowing very smoothly, with excellent communication.

Take Responsibility For Conversational Success

It is easier to change the way you think about a person than it is to change the way a person thinks.

Alpha Exercise – Close your eyes, take a deep breath and again imagine your peaceful place. Imagine coming to the end of the conversation with the realization that you stayed focused on the conversation the entire time and that your optimum outcome has been achieved

EFFECTIVE LISTENING

Women like silent men, they think they are listening (Marcel Ackard)

No one would listen to you talk, if they didn't think their turn was next.

Common Reasons For Not Listening

I want to talk first or I'm thinking of what I'm going to say.

I'm not interested in the subject.

I don't like the person I'm talking to or I don't like the way they speak.

I'm concerned about other things.

I don't have time for this right now.

I don't want to hear what I think is coming.

Active Listening

Begin with a positive attitude.

Prevent emotions from sidetracking your reasoning.

Keep checking on your level of concentration.

Stay as patient as you can.

Analyze what's being said.

Ask questions for clarification.

Separate the relevant from the irrelevant.

Test your understanding of what you hear.

Consider the implications. Positive or negative consequences.

Where does it fall on scale of true or false - good or bad advise

Anticipate but don't prejudge where a particular line of thought is leading.

Repeat the central points in your own words.

Listen with your eyes (You can observe a lot just by watching - Yogi Berra)

Listen with your intuition. Pay careful attention to your inner voice.

EFFECTIVE SPEAKING

Determine your purpose and desired outcome.

Create an outline either mental or written.

Tell them what you are going to tell them, tell them, and then tell them what you told them.

Clear negative emotions.

When angry count to 10, when very angry count to 100 (Thomas Jefferson).

Express yourself with emotion whenever appropriate.

Add humor whenever appropriate.

Get to the point quickly and continue to be concise.

Always be truthful.

Ask for what you want.

Keep it as simple.

Make it appropriate for the listener.

Tune into the mood of the listener.

Respect the other persons point of view.

Watch your posture.

Dress for the occasion.

Explain abstract words and concepts.

Vary your volume, inflection, and intonation.

Use absolutes and generalities sparingly.

Use gender neutral language.

Illustrate with personal examples.

Tell stories.

Preparing for Conversations

With whom (or under what circumstances) am I likely to have one of these talks?

Why are these talks important, and what benefits can I derive from doing it well?

What are the possible consequences of doing it poorly?

What expertise or strengths do I bring to these conversations?

What are my weaknesses or areas of concern?

What are my goals and what outcomes do I desire to create?

What was one of the worst one of these talks I've ever had and why?

What was one of the best of these talks I've ever had and why?

Describe your ideal state of mind and heart that you'd like to feel during these conversations.

Who do you know that is great at these conversations and why?

Hiring Conversations

(Meeting / Exploring / Interviewing / Auditioning)

Hire slowly, spend some extra time. It will serve you in the long run.

Reveal something of yourself, it helps others to open up.

Know what you are looking for ahead of time. Explore ethics and values.

Start by being objective, without bias. There is room for subjectivity later.

Look for the most striking traits and examine inconsistent traits very closely.

Observe carefully, scan from head to toe (hair, watch, fingernails, shoes).

Compassion for others and satisfaction with life are key indicators

Focus on tone of voice, not just words and compare voice to body language

Information Conversations

(Mentor / Learner / Questioning / Collaborating)

Prepare for the conversation by focusing on the upcoming subject.

Block out or handle any potential distractions.

Get in touch with or create as much interest in the subject as you can.

Work within your attention span. Take short breaks when necessary.

Put strong emotion on what you most want to remember.

Review the most important points before finishing.

Imagine a situation where you are remembering what you learned.

Take notes or draw mind maps to help recall.

Decision Conversations

(Negotiating / Goal Setting / Reaching Conclusions)

Choose the right people to help you decide.

Make your goals specific, measurable, achievable, right, and timely.

Run scenarios on possible outcomes

Avoid paralysis by analyses, wrong decisions might be better than no decisions.

Know your ideal outcome(s) before beginning.

Be sure that you have all the relevant information.

Remain open to hearing every side before deciding.

Be willing to compromise without being compromised.

Empathy Conversations

(Sharing Feelings / Emotions / Understanding)

Speak your truth without exaggeration

Listen with your heart more than your head.

Let go of the need to be right.

Be willing to listen without the need for solutions.

Give feedback that you are both hearing and understanding.

Put yourself as much as possible in the others shoes.

Recall if you can when you were feeling the same way.

Make eye contact and touch if appropriate.

Solutions Conversations

(Problem Solving / Logic / Creativity / Innovation)

Brainstorm and let every idea be a good one.

Use deductive logic and eliminate what won't work.

Access the Alpha State to open up to the creativity of the HeartMind.

Take alternative perceptions, see the problem from other points of view.

Check your intuition to see what feels right.

Look for more than one right answer.

Run best case and worst case scenarios on each of the possible solutions.

Curiosity–Research–Experimentation–Aha–Theory–Investigation–Verification–Engineering

Commitment Conversations

(Integrity / Values / Contracts / Agreements)

Be certain that the timing is right for all participants.

Express the importance of the upcoming discussion.

Handle all distractions ahead of time to be fully present.

Create an environment that is free of interruptions.

Be sure that all language is clear, concise and fully understood.

Communicate your values and be consistent to them throughout.

Review everything very carefully before making a commitment.

Be certain that your head and heart are in agreement.

Discipline Conversations

(Expectations / Criticism / Ramifications)

Begin and end with appreciation and put the criticism in between.

Be certain that all parties are very clear on all of the expectations.

Express your optimism that things can be worked out.

Describe whatever behavior or attitude that isn't working.

Express the way that you feel about it.

Specify the attitude or behavior change that you desire.

Share first the positive consequence that changing will bring

If the behavior persists then describe the negative consequences that not changing will bring.

Empowerment Conversations

(Enthusiasm / Inspiration / Motivation / Joy)

Express the way that you feel about the person's potential.

Let them know that you are aware of their accomplishments.

Use enthusiasm and passion in your voice and mannerisms.

Help them develop greater interest in achieving the desired outcome.

Give them a sense of ownership in that outcome.

Make them feel that they are an essential part of the team.

Appreciation Conversations

(Compliments / Compensation / Reward)

Create an environment that is free of distraction or interruptions.

Introduce this conversation and allow the listener to prepare.

Help the listener be comfortable and accepting of the praise.

Be specific about exactly which attitudes or behaviors you appreciate.

Share the importance of their contributions.

Be sincere and not too effusive in the giving of compliments.

Make sure to fit the reward to the person who is receiving it.

Speak from the heart with emotion when praising.

Firing Conversations

(Termination / Leaving / Ending / Retiring / Closure)

Let them know up front what is happening.

Create an environment that is free of distraction or interruptions.

Be specific about the reasons for this decision.

Share the process by which this conclusion was reached.

Be firm but come from a place of gentle power.

Be complimentary and appreciative whenever possible.

Ask for questions and responses to ensure clarity.

End the conversation on a positive note.

ENNEAGRAM

Ones need to be perfect, they always compare

Their mandate is to do the right thing
To relax and accept and be wrong they must dare
And find all the joy that can bring

Twos are the givers, feel they must give to get

It is never enough to just be
With fear of disappointing, their needs don't get met
Just giving does not set them free

Threes are performers, they avoid what they feel

Think efficiency assures their success
To grow they must know that their feelings are real
When they welcome them they're at their best

Fours are romantics, they feel incomplete

They think ultimate love will fulfill
But they're creative and passionate and really quite sweet
While longing for the ultimate thrill

Fives are observers, their drive is to know

But their world wants a lot, and gives less
While hoarding their privacy, in crisis they grow
They need to prepare and not guess

Sixes are the questioners, always ready for the worst

To avoid or seek danger's what they know
Alert and intuitive, to move ahead they put first
Accepting uncertainty's how they grow

Sevens are epicures, seeing pleasure not pain

Reframing to the positive is their strength
No frustration or boredom, there is too much to gain
To find happiness they will go to any length

Eights are the bosses, they strive to be strong

Knowing that their way is right
They must learn to moderate their force and be wrong
Allowing softness they can find their delight

Nines are the mediators, always seeing all sides

But they feel like they just don't belong
They need more self importance where that feeling resides
Being accepting of change makes them strong

One **The Perfectionist / The Reformer**

Can lead through integrity and reason, or be hindered by perfectionism and resentment.

Challenge: Anger or Resentment **Fear:** Being bad, corrupt, evil, or defective.

Desire: To have integrity (deteriorates into critical perfectionism).

Principled, orderly, self righteous. Searching for perfection, avoiding mistakes.

Earns love by being perfect, measuring up to highest standards. Need to be right.

Severe internal critic, should, must, ought to. Underdeveloped relating skills.

At Work: Likes guidelines, step by step procedures, schedules and accountability.

Enjoys a job well done. Works hard for right cause or right leader. Afraid to be wrong.

Shifts blame. Avoids risks.

On a Team: Needs to be right. Thrives on controversy and debate, but hates to be contradicted.

Finds the weak spots but prefers someone else to mention it first. Best in control of small area.

Childhood Message: It's not okay to make mistakes.

Growth Opportunity: To live for a higher purpose.

Examples: Plato, Mahatma Ghandi, George Harrison, Hillary Clinton,
Jane Fonda, Ralph Nader

Two The Giver / The Helper

Can shine with generosity and healing power, or struggle with people pleasing and possessiveness.

Challenge: Pride or Ego **Fear:** Being unworthy of being loved.

Desire: To be loved (deteriorates into need to be needed).

Caring, generous, possessive, manipulative. Earns love by being helpful, must be all things for all people. Manages people's lives, avoids own needs. Pride in being needed and important. Overexpressed feelings.

At Work: The right hand person. The assistant with the secrets. The power behind the throne. Highly responsive to approval and is crushed by disapproval. Plays favorites.

On a Team: A team of equals presents a conflict between being liked and wanting special attention. Needs an emotional connection. Project must be as important to others as it is to them.

Childhood Message: It's not okay to have your own needs.

Growth Opportunity: To nurture yourself and others.

Examples: Mother Teresa, Eleanor Roosevelt, Ann Landers, Albert Schweitzer,
Merv Griffin, John Denver

Three The Performer / The Achiever

Can become an inspiring example of excellence and authenticity, or blindly pursue success and status.

Challenge: Deceit or Vanity **Fear:** Being worthless or of no inherent value.

Desire: To be valuable (deteriorates into chasing after success).

Adaptable, ambitious, image conscious, hostile. Earns love by achievement. Wants to lead and be seen. Focus on family and on goals, tasks, results. I am what I do. Out of touch with feelings.

At Work: Wants to be efficient and save time. Willing to cut corners and ignore details. Avoids failure, switches tracks, finds a way that works. Needs respect more than being liked.

On a Team: Tends to take over, push hard, work late, perhaps more for recognition than the sake of the project. Often impatient with others. Specialists not generalists, prefer to work in their area of expertise..

Childhood Message: It's not okay have your own feelings and identity.

Growth Opportunity: To develop yourself and set an example for others.

Examples: Elvis Presley, Bill Clinton, Paul McCartney, Tom Cruise,
Madonna, Oprah Winfrey

Four The Romantic / The Artist

Can model creativity and intuitive power, or be held back by moodiness and self consciousness.

***Challenge:** Envy, Emptiness **Fear:** Being without identity or personal significance.*

***Desire:** To be oneself (deteriorates into self indulgence).*

At Work: Needs creative job. Prefers emotional intensity. Efficiency tied to mood
Can sabotage project over love affair. Has trouble working with those more skilled or better paid.

On a Team: Prefers to see themselves as star rather than team member. Feels attacked when ideas are questioned. Needs recognition and to be heard. Does not always need to be right if they are being listened to. Intuitive, individualistic, self absorbed, depressive. Wants what is missing or hard to get. Longing for love at a distance, life is flat, searching for drama. Amping up life through fantasy. Supports others in pain or crisis. Underexpressed feelings.

Childhood Message: It's not okay to be too functional or too happy.

Growth Opportunity: To let go of the past and be renewed by your experiences.

Examples: Judy Garland, Jackie Onassis, Tennessee Williams, Bob Dylan,
Edgar Allan Poe, James Dean

Five The Observer / The Thinker

Can demonstrate visionary intellect and inventiveness, or become increasingly eccentric and isolated.

Challenge: Avarice or Greed **Fear:** Being useless, incapable, or incompetent.

Desire: To be competent (deteriorates into useless specialization).

Perceptive, original, provocative, eccentric. Detached from strong emotions. Strong need for privacy, more emotional when alone. Makes do with less. Values structure and emotional control. Underdeveloped doing skills.

At Work: Need predictability. Avoids conflict. Resents having to work on other's projects. Prefers privacy. Finds it hard to concentrate with others around. Prefers logical decisions.

On a Team: Needs structure, hates open ended brainstorming. If distracted they find it hard to refocus. Once committed they are unstoppable. Appear isolated but are unaware of their isolation.

Childhood Message: It's not okay to be comfortable in the world.

Growth Opportunity: To observe yourself and others without judgement or expectations.

Examples: Stephen King, Lily Tomlin, Vincent Van Gogh, Stephen Hawking,
Bill Gates, Charles Darwin

Six The Trooper / The Loyalist

Can exemplify courage and commitment, or struggle with anxiety and rebelliousness.

Challenge: Fear or Anxiety **Fear:** Being without support or guidance.

Desire: To be secure (deteriorates into an attachment to beliefs).

Engaging, responsible, defensive, paranoid. Afraid to trust and be betrayed, loyal in love, needs reassurance. Procrastination, avoiding action, high goals, low completion. Afraid of success. Out of touch with doing.

At Work: Very analytical. Plays Devils Advocate. Overvalues authority's power.

Becomes loyalist or rebel. Doubts signs of success. Looks for the weak spot. Has to prove self to others.

On a Team: Focused on relationships. Who they work with is as important as the job. Natural team players. Highly creative, great initiators, but often weak on follow-through. Needs to trust or is disruptive.

Childhood Message: It's not okay to trust yourself.

Growth Opportunity: To have faith in yourself and trust in the goodness of life.

Examples: Robert Kennedy, Mel Gibson, Richard Nixon, Tom Hanks,
Jay Leno, Julia Roberts

Seven **The Epicure / The Enthusiast**

Can become highly accomplished and spirited, or be waylaid by impulsiveness and impatience.

Challenge: Gluttony or Voraciousness

Fear: Being deprived or trapped in pain.

Desire: To be happy (deteriorates into frenetic escapism).

Enthusiastic, accomplished, excessive, manic. Feels entitled to love and appreciation.

Expects things to come out right. Looking for stimulation, the new and interesting. Keeps options open, fears limitations, attracted to pleasure to avoid pain. Overdeveloped doing skills.

At Work: Prefers ideas to actions. Hates routine. Excellent with open ended projects.

High sense of capability which can crash with negative feedback. Fun to work with.

On a Team: Creative and positive problem solvers that keep the group going. Goes quickly from ideas to action. Willing to take risks, likes new ideas and new options. Can get stuck on ideas that don't work.

Childhood Message: It's not okay to depend on anyone for anything.

Growth Opportunity: To joyously celebrate existence and share your happiness.

Examples: Robin Williams, Benjamin Franklin, Steven Spielberg, Jack Nicholson,
Lucile Ball, John Kennedy

Nine

The Mediator / The Peacemaker

Can bring people together and heal conflicts, or be held back by passivity and stubbornness.

Challenge: Sloth or invulnerability **Fear:** Loss of connection or fragmentation.

Desire: To be at peace (deteriorates into stubborn neglectfulness).

Receptive, optimistic, complacent, disengaged. Takes on other's point of view. Avoiding conflict with or among others at all costs. Becomes stubborn rather than angry. Passive aggressive control. Focus on the agenda of others, difficulty saying no, wait it out, do nothing.

At Work: Need to feel comfortable, things must run smoothly with no personal conflicts. Likes predictability, hates surprises. Avoids risks. Prefers what has worked before.

On a Team: Great team player where there is minimal conflict. Tend to focus on team need over their own. Ambivalent about authority, likes structure but not being told what to do. Keeps group together.

Childhood Message: It's not okay to assert yourself.

Growth Opportunity: To bring peace and healing into your world.

Examples: Ronald Regan, Whoopi Goldberg, Walter Cronkite, Abraham Lincoln, Carl Jung, Walt Disney

The Riso-Hudson Quest (Quick Enniagram Sorting Test)

Group 1

A. I have tended to be fairly independent and assertive: I've felt that life works best when you meet it head on. I set my own goals, get involved, and want to make things happen. I don't like sitting around - I want to achieve something big and have an impact. I don't necessarily seek confrontations, but I don't let people push me around either. Most of the time I know what I want, and I so for it. I tend to work hard and play hard.

B. I have tended to be quiet and am used to being on my own. I usually don't draw much attention to myself socially, and it's generally unusual for me to assert myself forcefully. I don't feel comfortable taking the lead or being as competitive as others. Many would probably say that I'm something of a dreamer - a lot of my excitement goes on in my imagination. I can be quite content without feeling I have to achieve all the time.

C. I have tended to be extremely responsible and dedicated. I feel terrible if I don't keep my commitments and do what's expected of me. I want people to know that I'm there for them and that I'll do what I believe is best for them. I've often made great personal sacrifices for the sake of others, whether they know it or not. I often don't take adequate care of myself. I do the work that needs to be done and relax (and do what I want) if there's time left.

GROUP 2

X. I am a person who usually maintains a positive attitude and feels that things will work out for the best. I can usually find something to be enthusiastic about and different ways to occupy myself. I like being around people and helping others to be happy. I enjoy sharing my own well

being with them. I don't always feel great but I try not to show it to anyone! However staying positive has sometimes meant that I've put off dealing with my own problems for too long.

Y. I am a person who has strong feelings about things. Most people can tell when I'm unhappy about something. I can be guarded with people, but I'm more sensitive than I let on. I want to know where I stand with others and who and what I can count on. It's pretty clear to most people where they stand with me. When I'm upset about something, I want others to respond and to get as worked up as I am. I know the rules, but I don't want people telling me what to do. I want to decide for myself.

Z. I tend to be self controlled and logical. I am uncomfortable dealing with feelings. I am efficient, even perfectionistic, and prefer working on my own. When there are problems or personal conflicts, I try not to bring my feelings into the situation. Some say I'm cool and detached, but I don't want my emotional reactions to distract me from what's really important to me. I usually don't show my reactions when others "get to me".

INTERPRETING THE QUEST

| | | | |
|----|---|---------------------------|---------------------------------------|
| AX | 7 | The Enthusiast: | Upbeat, accomplished, impulsive |
| AY | 8 | The Challenger: | Self confident, decisive ,domineering |
| AZ | 3 | The Achiever: | Adaptable, ambitious, image conscious |
| BX | 9 | The Peacemaker: | Receptive, reassuring, complacent |
| BY | 4 | The Individualist: | Intuitive, aesthetic, self absorbed |
| BZ | 5 | The Investigator: | Perceptive, innovative, detached |
| CX | 2 | The Helper: | Caring, generous, possessive |
| CY | 6 | The Loyalist: | Engaging, responsible, defensive |
| CZ | 1 | The Reformer: | Rational, principled, self-controlled |

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