

The Introverts Guide to Handling Conflict and Communication

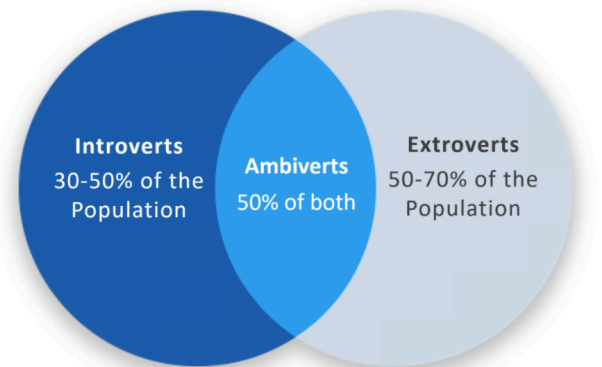
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If it doesn't challenge you, it doesn't change you!

QTIP- Quit taking it personally

The 7 Habits of Highly Effective People

1. Be Proactive
2. Begin with the end in mind
3. Put first things first
4. Think win-win
5. Seek first to understand and then to be understood
6. Synergize
7. Sharpen the saw



Emotional Intelligence is the ability to identify, use, understand, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

Emotional Intelligence in four quadrants:

1. Self-awareness
2. Self- Management
3. Social Awareness
4. Relationship Management

Build Trust First with These Three Steps:

1. Put your phone away and give the person your undivided attention.
2. Let the other person speak first.
 - Ask open-ended questions
 - Gather information about the other person
3. Engage in small talk first
 - Get them to share things about themselves

Failing Forward

Rule 1: You will learn Lessons

Rule 2: There are no mistakes- only lessons

Rule 3: A lesson is repeated until it is learned

Rule 4: If you don't learn the easy lesson, they get harder

Rule 5: You'll know you've learned a lesson when your actions change

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80-90% of first impressions are based on:

Can I trust this person?

How strong and competent is this person?

It can take 8 subsequent positive encounters to change a negative first impression.

Step 1: Determine who you want to be and who you do not want to be. Consider how you want to portray your values and how to do it in a way that does not cause you to lose friends or clients.

Step 2: Be authentic – be comfortable in your own skin.

Ask yourself these questions:

- Am I listening to my innermost voice?
- Am I being honest with myself Am I connecting with myself?
- Am I allowing myself to be influenced by others?
- Am I walking my own path?

Step 3: Have a strong voice and what you can do to enhance it.

- Know when to speak up
- Know when to be quiet and listen
- Be approachable and genuine
- Be confident and assertive
- Express yourself strongly and respectfully
- Stand by your values

Be an ACTIVE listener.

Listen 80%of the time

Speak 20%of the time

Listening Tips

Be Sincere

Be Interested

Be Attentive

Use it or Lose it

Treat Others with ARK

Acknowledgment

Respect

Kindness

Am I an introvert? Can I be both? Does it matter?

Introverts	Extroverts
Quiet low-key environments	Enjoy large amounts of stimulation
Get Energy from: ideas, picture, memories, and reactions	Get Energy from: active involvement in events and a lot of different activities
Prefer doing things alone or with one or two people they are comfortable with	Excited to be around other people and get energy from them.
Take time to reflect before taking action	Make things happen and prefer to talk out loud about it get other people's input
Comfortable being alone	Seen as outgoing and a people person