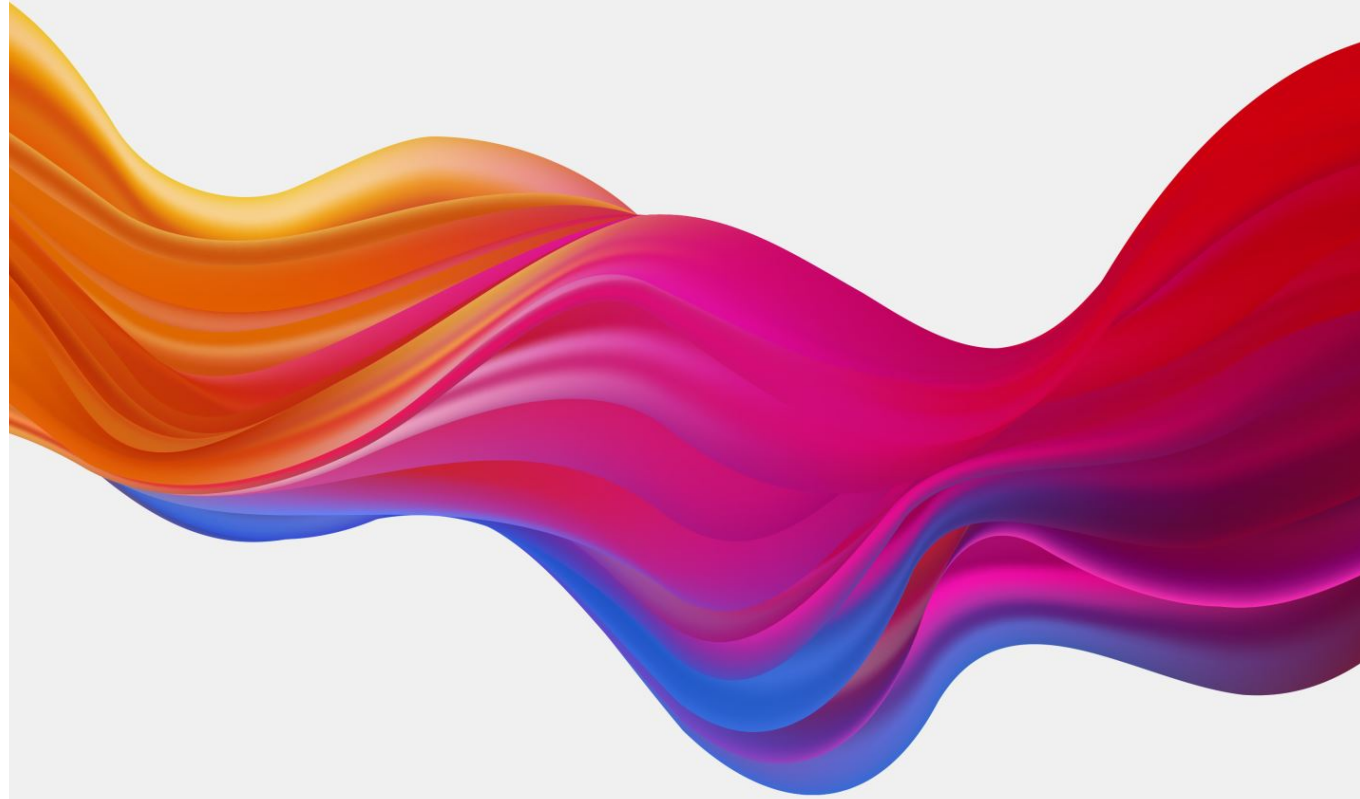


Connection through Communication: The Advanced CPA

Exploring the next steps of CCS through
discussion and mentorship





Effective Communication

- Why do we need it?
- Why is it important?
- What are the possible results of good communication?

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Emotional intelligence

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships with empathy and good judgement



12 Skills

Win Win
Approach

Creative
Response

Empathy

Appropriate
Assertiveness

Managing
Emotions

Willingness to
Resolve

Co-operative
Power

Mapping the
Conflict

Development
of Options

Negotiation
Skills

Third Party
Mediation

Broadening
Perspectives

Win Win Approach



Joint problem-solving approach



Discuss underlying needs rather than looking at solutions



Acknowledge and value those needs rather than denying



The Orange Example



Creative Response

- Seeing problems as possibilities, and instead of focusing on how terrible the given situation is, we try to make the best of the given situation.
- Measuring the client against my standards vs looking for small possibilities/opportunities of adjustment/change
- All or none?
- Leads us to a win win situation
- Immunization Example

Empathy

Building trust, openness,
and an ability to understand
the person's point of view

You must be an active
listener:

- Pay attention
- Show that you are listening
- Provide feedback
- Defer judgement
- Respond appropriately



Appropriate Assertiveness

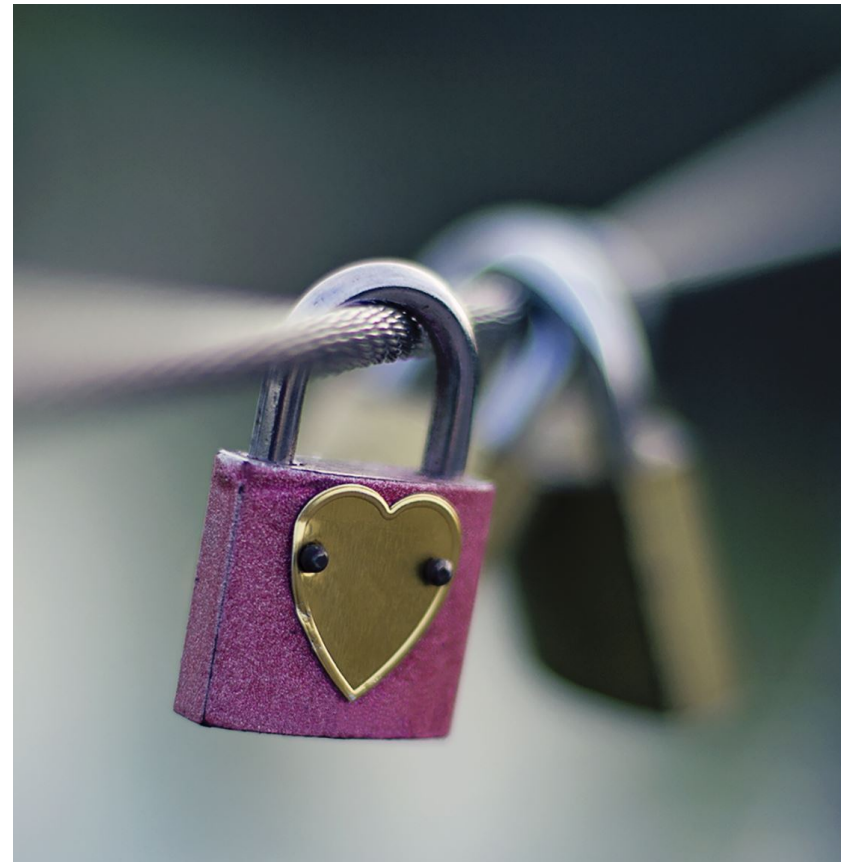
- The ability to state your case without arousing the defenses of the other person
- It is a clean, clear statement of how it is from your side and/or how you would like it to be without any expectations
- It is an “I” statement

Managing Emotions

- Certain behavior/language can cause distress
- Have you had a client talk rudely to you from the minute they stepped through the door?
- What causes a client to act that way?
- Typically occurs when one of these 3 things are affected:
 - Belonging: Feel accepted, respected, included and supported
 - Feel Significant: This feeling is necessary to flourish
 - Self-protect: Insecurity ➡ Low self esteem ➡ Offensive Behavior
- What can I do?
 - Understand this
 - First, manage your emotions
 - Next, manage their emotions

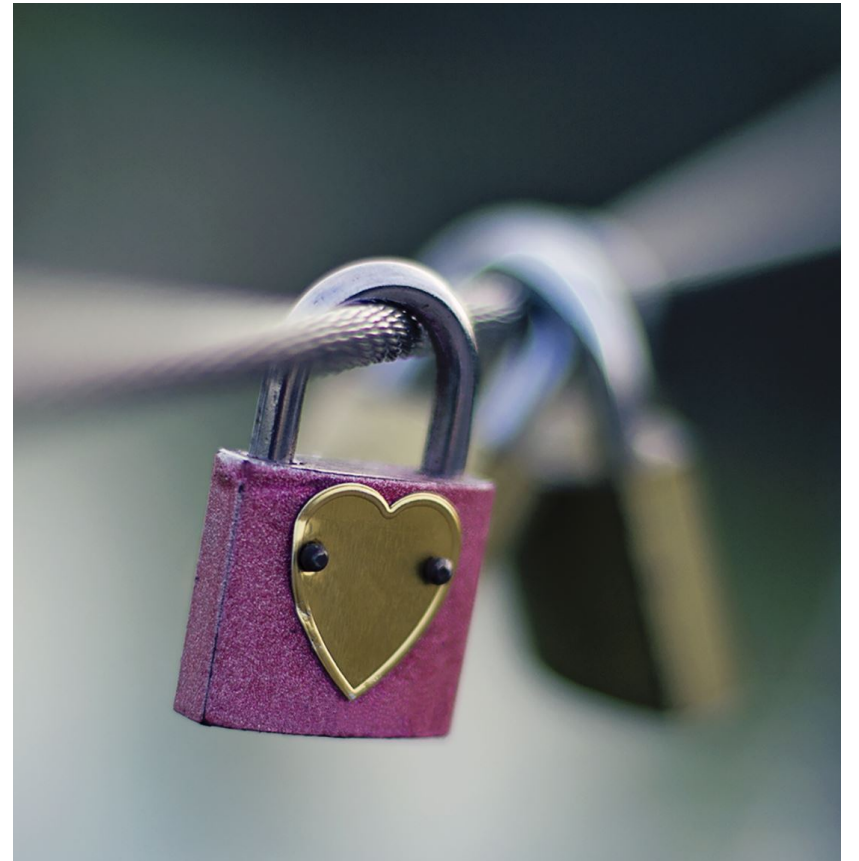
Willingness to Resolve

- Here one projects an extreme reaction, usually extreme anger or sadness that may seem unreasonable when seen from the eye of a spectator.
 - There are 3 key parts:
 - The Hook: This is a quality or behavior in the other person that inflames me which in itself is a neutral event
 - The symptom: My emotional reaction
 - The projection: The unconscious part of ourselves- our unconscious desires, feelings, intentions, or beliefs



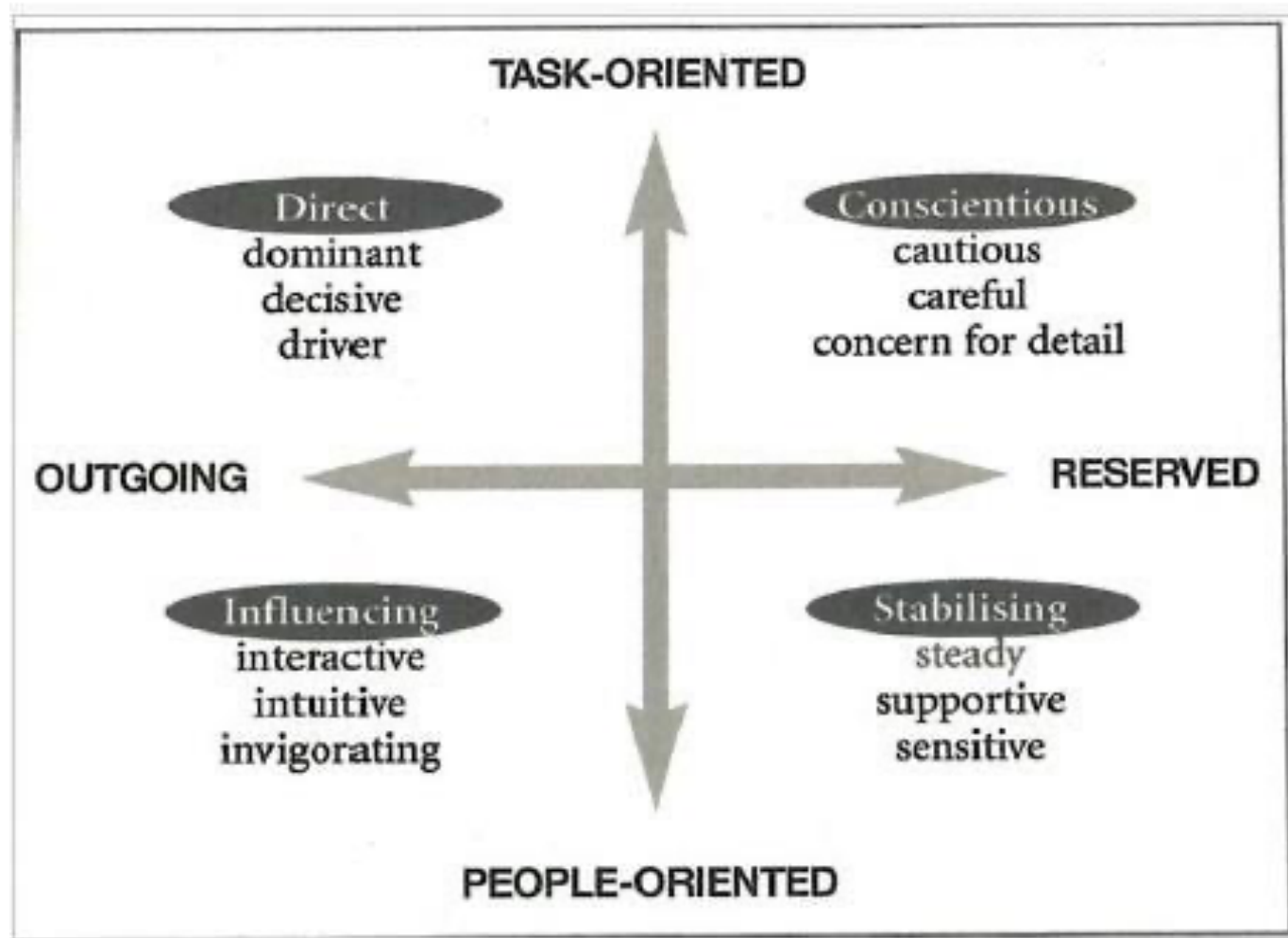
Willingness to Resolve

- Example: Daniel is my coworker. He is very organized, always has a plan, and stickler for being on time. When he tries to organize me into his plans, I feel resentful for having to follow his lead, controlled and not free to do my own thing. I project my anger on Daniel. I have a history of having a controlling father and have anger and resentment towards him.
- Solution:
 - When I am the one projecting:
 - Being willing to resolve by recognizing and acknowledging our projection to ourselves
 - Recognize my suppressed needs, unresolved personal history, unacceptable qualities or characteristics
 - When I am the one receiving projection:
 - Look at what is behind someone else's complain of you.
 - Can I adjust? Can I clean up my act?



DISC Model

- William Moulton Marston, a physiological psychologist introduced the DISC behavior model in 1928
- Direct people value action and results and use a forthright no-nonsense style of conversation. They'll often be very brief.
- Influencers value relationship and prefer to let the details take care of themselves. They like to talk a lot.
- Stabilisers value peace and harmony. They prefer an open, calm approach. They sense the situation deeply, not only for themselves, but for others around them.
- Conscientious people value order, logic, research and quality. They're reserved, and there's a lot going on under the surface. Give them extra time to communicate effectively



DIRECT AND CONSCIENTIOUS

START WITH THE TASK FIRST

DIRECT:

Outgoing Task-oriented

Needs:

Results, achievement, action, challenges

Fears:

Challenges to their authority
Lack of results from others

Behaviours:

Keen to get things done
Likes to take the lead
Takes action to bring about change
Challenges status quo
Seeks autonomy

When dealing with conflict:

- Be upfront — get to the point.
- State what the problem is and what you want.
- Get back to them if you need more time.
- Don't get emotional or personal.
- Move quickly to solutions, presenting them as options they can choose from.
- They present forcefully, but if your suggestions work they'll take them on.
- Ask directly for their decision.
- Don't hold grudges. Be ready to move on!

CONSCIENTIOUS:

Reserved Task-oriented

Needs:

High standards, structure, logic, quality work, detail, order

Fears:

Criticism of work, imperfection, things not adequately explained

Behaviours:

Reserved
Approaches work systematically
Pays attention to detail
Focuses attention on immediate task
Prefers to stick to established guidelines and practices
Likes to plan and research carefully for change

When dealing with conflict:

- Be punctual, calm, concise, unemotional and not too confrontational.
- Outline issues clearly — come prepared with facts, information and explanations.
- Put forward logical reasons for the way you think.
- Be ready for them to find any errors.
- Praise their detailed work.
- They don't like surprises. Give them time to prepare.
- Don't expect an immediate response.
- Don't pressure them. Give them time to work it out for themselves.

INFLUENCING AND STABILISING

BUILD RELATIONSHIP FIRST

INFLUENCING:

Outgoing People-oriented

Needs:

Change, acknowledgment, new trends and ideas

Fears:

Disapproval, stagnation, detail

Behaviours:

Leads by enthusing others
Prefers a global approach
Steers away from details
Acts on impulse
Keen to promote change

When dealing with conflict:

- Be friendly. Spend time on the relationship.
- Let them know you value them and why.
- Start with the big picture.
- Talk about the problem and how you feel about it.
- Say what you want in a positive way and ask them to help.
- Make it clear you are including them in the decision-making.
- Ask how they feel about it.
- Keep the situation energised.
- Work together to fix things.

STABILISING:

Reserved People-oriented

Needs:

Security, acceptance, teamwork, harmony, peace

Fears:

Isolation
Conflict
Standing out as better or worse
Unplanned challenges

Behaviours:

Reserved
Works well in a team
Accommodates others
Maintains status quo
Recovers slowly from hurt
Prefers planned, not sudden, change

When dealing with conflict:

- Be relaxed and not too quick.
- Ask how they are first.
- Calmly and considerably broach the difficult topic.
- Be aware of their sensitivity to conflict.
- Build up the whole picture — give attention to how others are involved or affected. Then they'll want to help.
- Give them time to digest information.
- Provide them with enough time and encouragement to ask questions, offer input and state their needs.
- They go silent if you put down their contributions and may not offer more.

Conclusion

- Just like people are different, their way of thinking is different, their needs are different
- Observe and recognize how people respond and react in conversations and try to meet them where they are at by keeping your mind still, free of judgement, and free of trying to analyze the persons faults
- Respect is key
- Fight with your mind, test and compare your thoughts against the golden standard, settle your mind, be at peace with your mind, and conquer your mind
- The Golden Standard is one of high ethical and moral value, it is a standard that awakens one's spirituality, and makes you recognize and contemplate on the bigger purpose of life. It is a value that uplifts all beings, doesn't get stuck on faults and differences. It accepts one where they are, and motivates one to get better, and set higher goals for themselves

Conclusion

- CCS communication skill is a tool that will help, and assist you to develop the quality of understanding and accepting the differences in people, however, it's not a fix that can make you an advanced CPA
- Fix lies within yourself
- Do you think you are pretty perfect? Do you think you are only full of faults?
- Find within yourself what you are lacking, connect with yourself, and better with others
- WIC is blessing that provides the fundamental need of food to a population that needs it the most, but it also empowers families by laying a foundation of freedom, and that foundation is education. We are given the opportunity to help clients build a healthy foundation that will be carried over generations
- However, to reach their heart, to motivate them for change, we need to look inside our heart and cleanse our thoughts that makes us see them as faults and differences rather than another form of me

A dirt path lined with tall trees and green foliage, leading into the distance. The path is made of brown earth and is flanked by dense green bushes and trees. The trees have thick trunks and lush green leaves, creating a canopy over the path. The lighting is bright, suggesting a sunny day.

**The best way to find yourself is to
lose yourself in the service of
others.**

- Mahatma Gandhi