

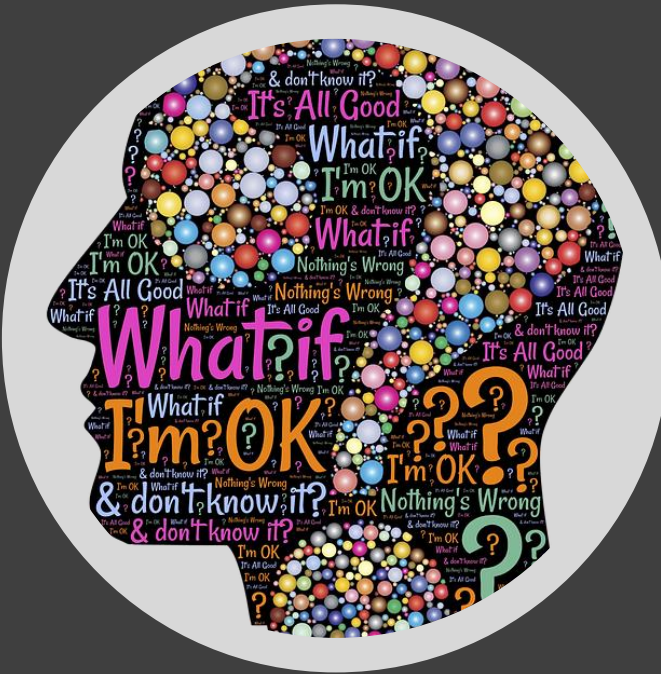
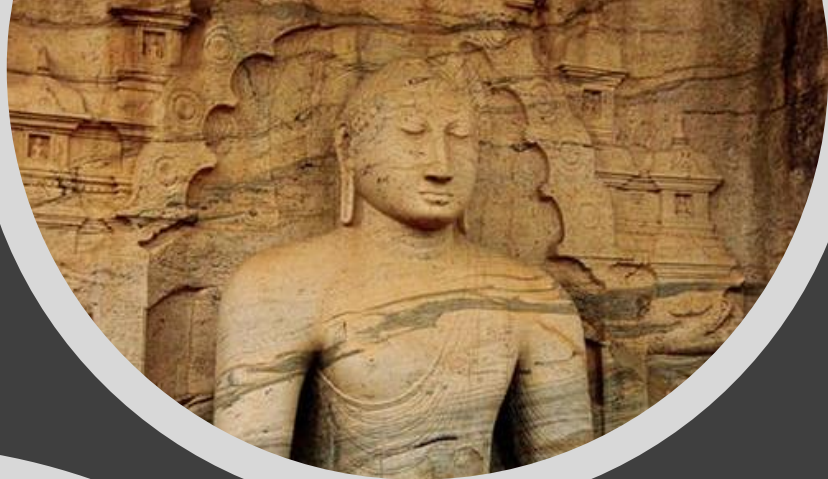


Closing the Influence Gap:

How Type helps you get on better with yourself and others

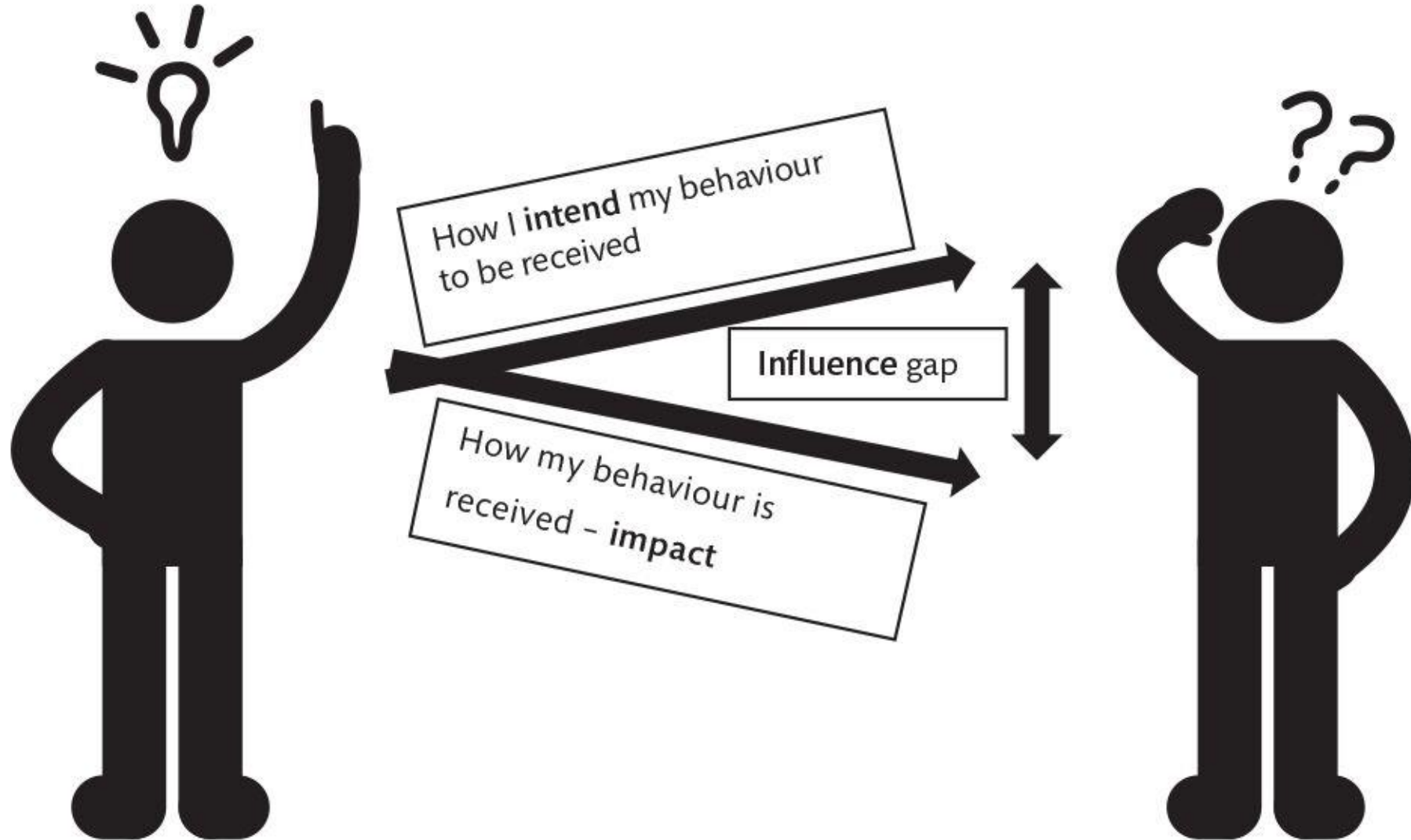
Catherine Stothart

April 2019



What happens when we
communicate with others

The Influence Gap



Closing the gap requires us to:



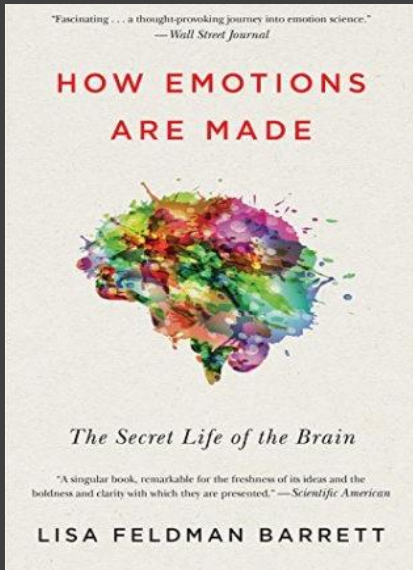
Know how our behaviour is experienced by others



Recognise and manage the emotions driving our behaviour



Pick up accurate cues from others about their thoughts and feelings



Know how our behaviour is experienced by others

Sun and Vazire 2018 *people don't know "when they are being considerate vs rude"*



Recognise and manage the emotions driving our behaviour Lisa Feldman Barrett
"emotions are your brain's best guesses"



Pick up accurate cues from others about their thoughts and feelings

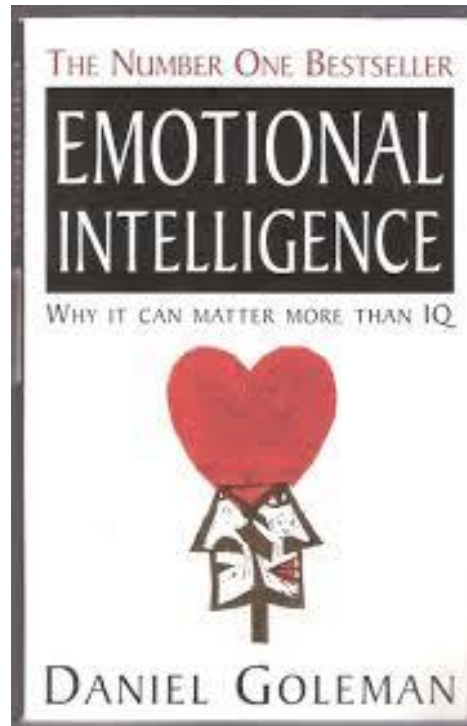
David Eagleman *"perception of others is prone to error"*



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- [Inside Out Trailer](#)



How can type help us be more emotionally intelligent?

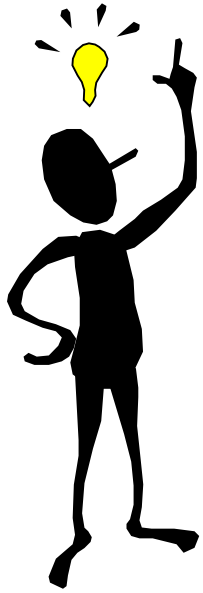


Self
Awareness

Managing
own
emotions

Awareness
of others

Managing
relationships



- Cognitive processes - How your *mind* works
 - Interaction Styles - How your *emotions* work when you interact with others
-

Getting on with other people is largely about managing your feelings about them and your feelings about yourself

- Mind-body link
- Beliefs and needs

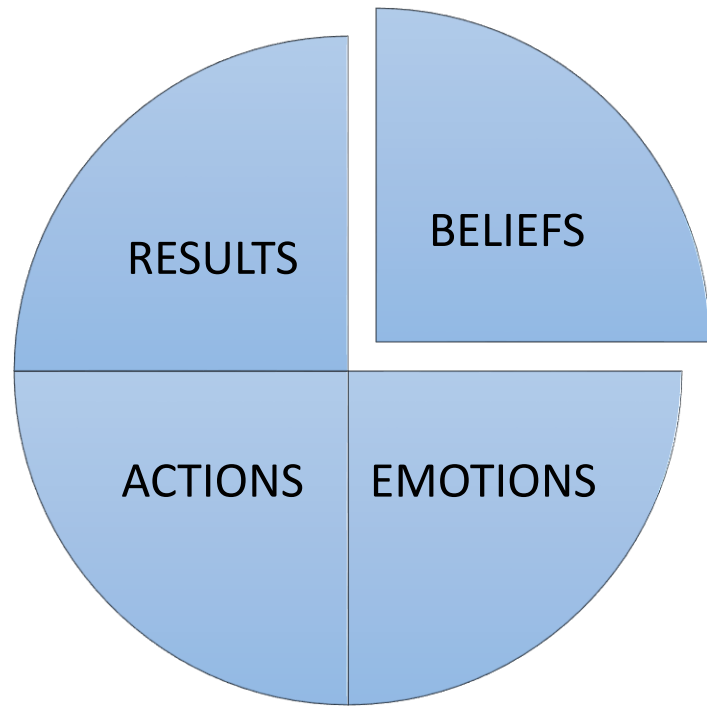


Mindfulness



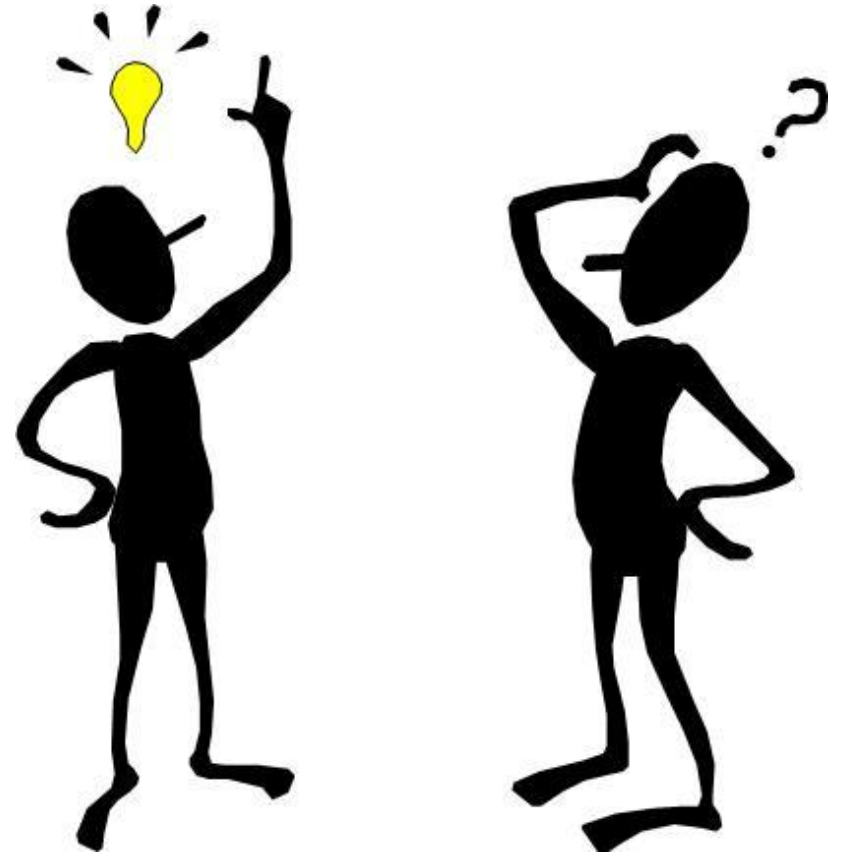
Mind Full, or Mindful?

Beware of the BEAR



What are Interaction Styles?

Patterns of physical and verbal behaviour, displayed when interacting with others, linked to underlying inner drives, beliefs, aims and talents



Core Drives and Beliefs

Chart the Course NAVIGATOR

Drive for a course of action

*Believe it's worth the **effort** to think ahead*



Behind the Scenes SYNTHESISER

Drive for the best result

*Believe it's worth the **time** to reconcile inputs*



In Charge MOBILISER

Drive for action with quick results

*Believe it's worth the **risk** to go ahead and act or decide*



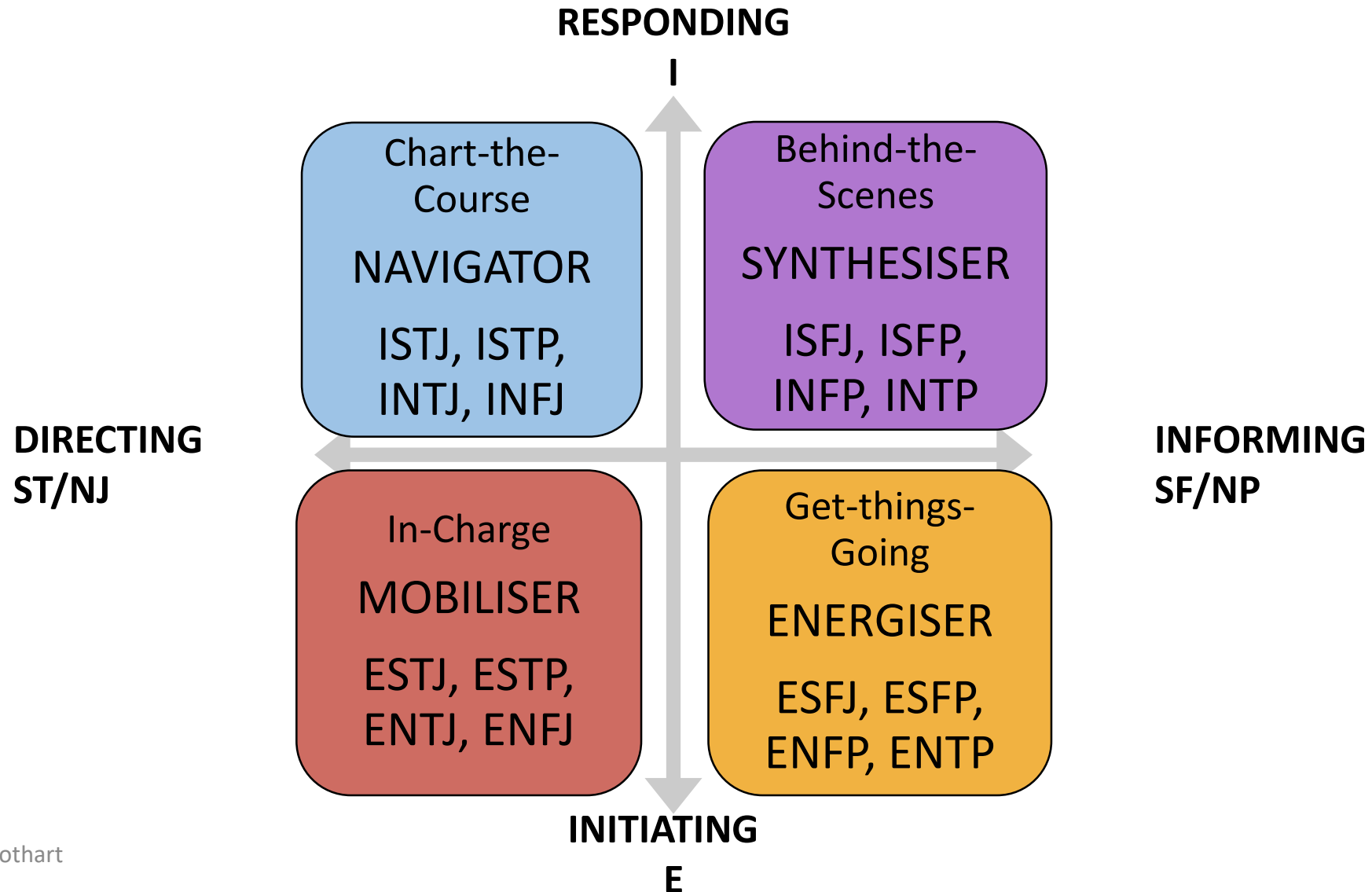
Get things Going ENERGISER

Drive for involvement

*Believe it's worth the **energy** to involve everyone*



Mapping of Interaction Style and Type

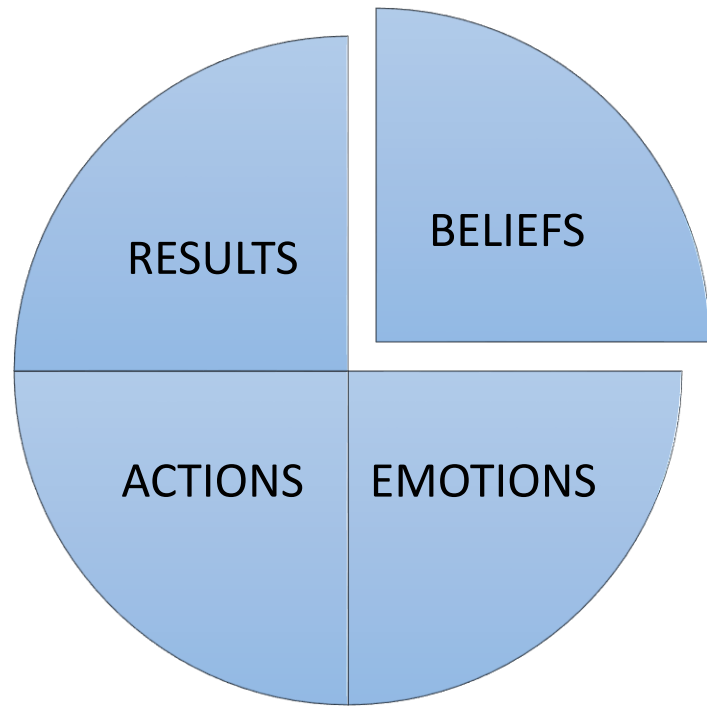


In Interaction Style groups.....



- How does the core belief of your style help you?
- How does the core belief of your style hinder you?
- 3 points on each

Beware of the BEAR



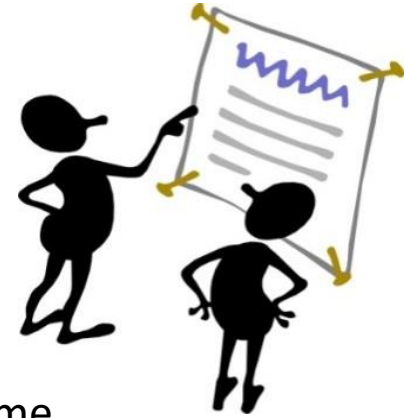
BEAR Impact



Quick result, worth the risk



B – the other is delaying, indecisive, unpredictable
E - threat, frustrated, impatient, out of control
A - push harder, assert, direct, confront
R - compete, bull-doze, do it themselves,



Best result, worth the time



B – the other is abrasive, aggressive, rash
E - threat, pressured, rushed
A – do nothing, be quiet, delay
R - accommodate, lose-win, submit

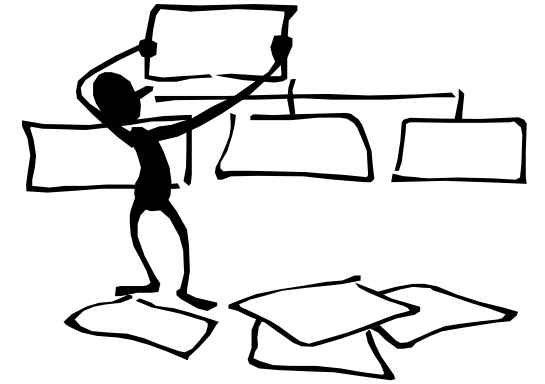
BEAR Impact



Involvement, worth the energy



B – the other is slow, stubborn, inflexible
E - threat, frustrated, upset
A – insistent, conciliate, distract with activity
R – compromise, feel unappreciated



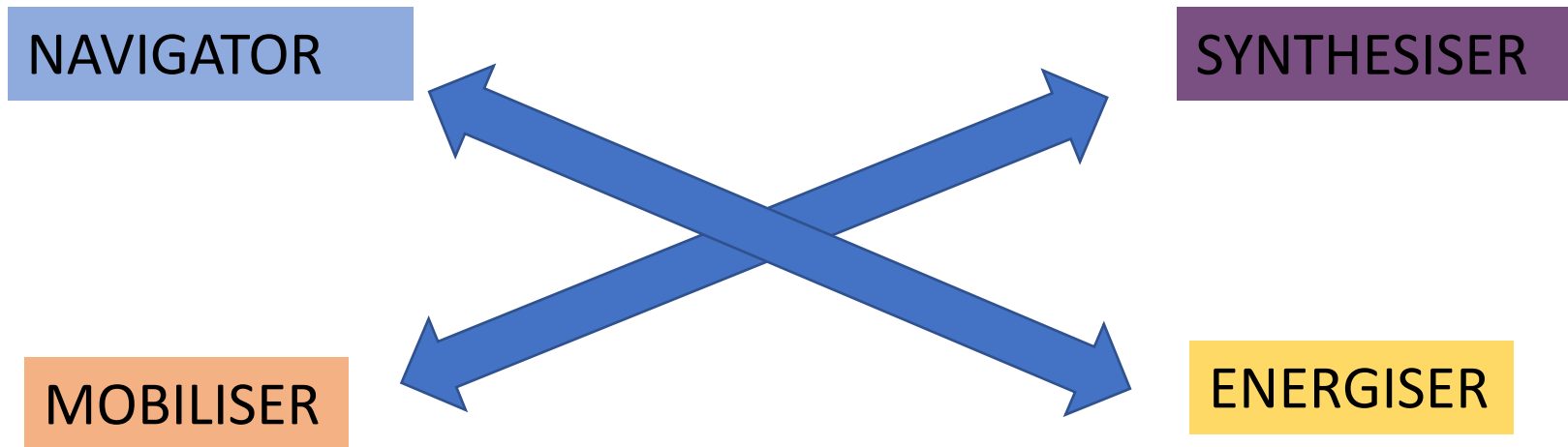
Course of action, worth the effort



B – the other is frenetic, intrusive, indiscriminate
E - threat, annoyed, derailed, distracted
A – retreat, be quiet, defensive
R – avoid, withdraw, unresolved

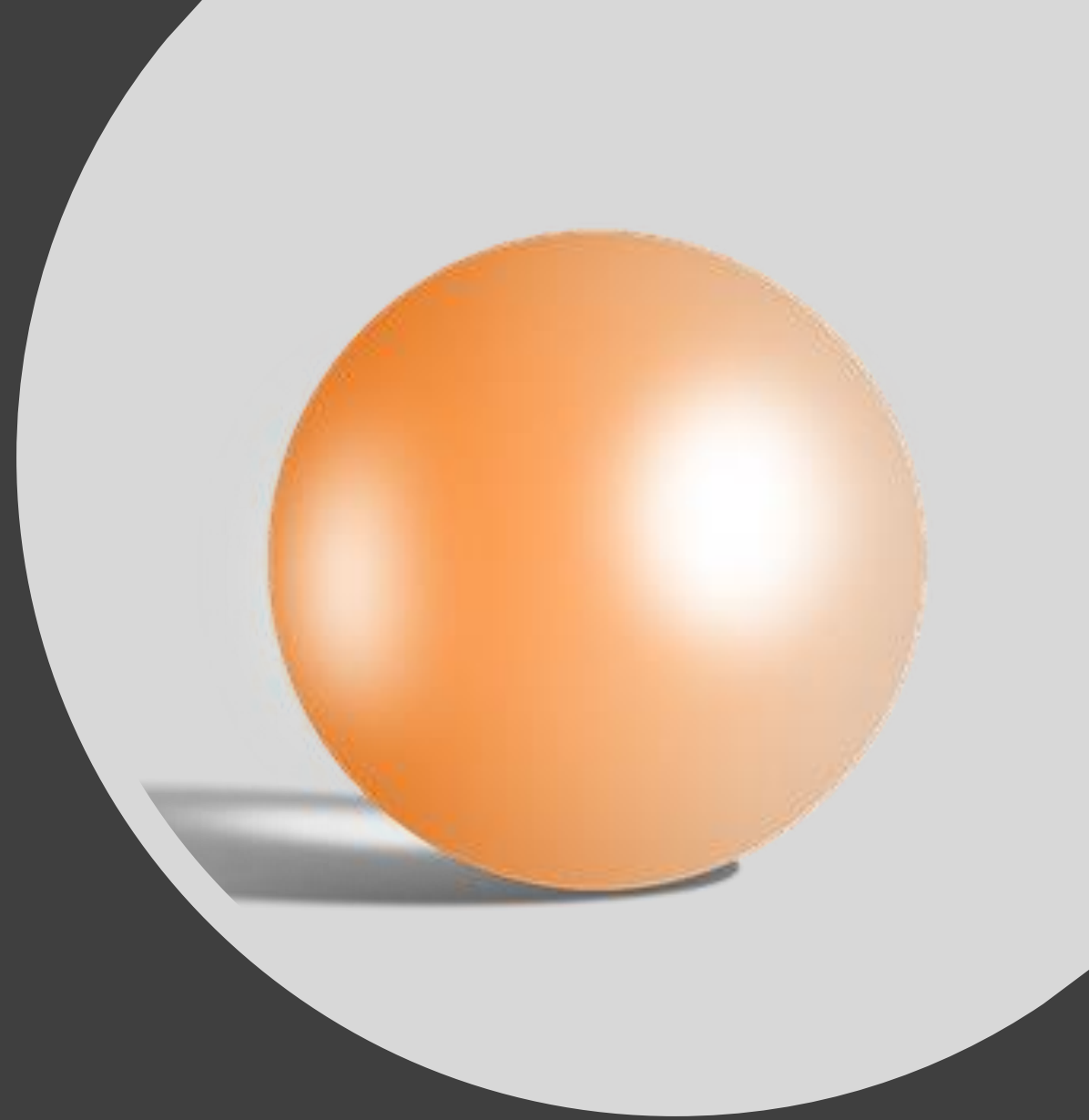
Building Emotional Intelligence

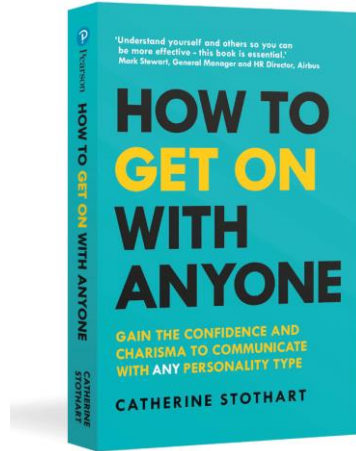
What practical things can you do or say to break your BEAR chain and adapt to connect with a different style?



My pearls of wisdom

- Be mindful – body-mind link
- Be aware of beliefs that help or hinder you
- Break the BEAR chain
- Match your impact to your intention
- Adapt to connect





Comments and Questions

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Resources for Interaction Styles

- Berens, L. (2008) *Understanding Yourself and Others*
- Berens, L. (2011) *Interaction Essentials*
- Nash, S. (2011) *Contextual Coaching*
- Stothart, C. (2018) *How to Get On with Anyone*
- Linda Berens “Communications Zone” online training
- Susan Nash doing the “walks” for each interaction style
- <http://www.youtube.com/watch?v=b0hqZMIP7bw>
- Linda Berens website for short descriptions of the four styles
- <http://lindaberens.com/resources/methodology-articles/interaction-styles/>
- Linda Berens talk on IS vs DISC <https://t.co/Hs2hrTYr6w?amp=1>
- Andy Cole film www.cole-face.co.uk