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**PEACE ENFORCEMENT LLC**

**Consulting, Speaking, Training and Coaching**

***Managing Staff  
Having Difficulty***

**National Indian Head Start Directors Association  
Management Training Conference**

Sacramento, CA 2015

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**Things that Aren't**  
**Working:**

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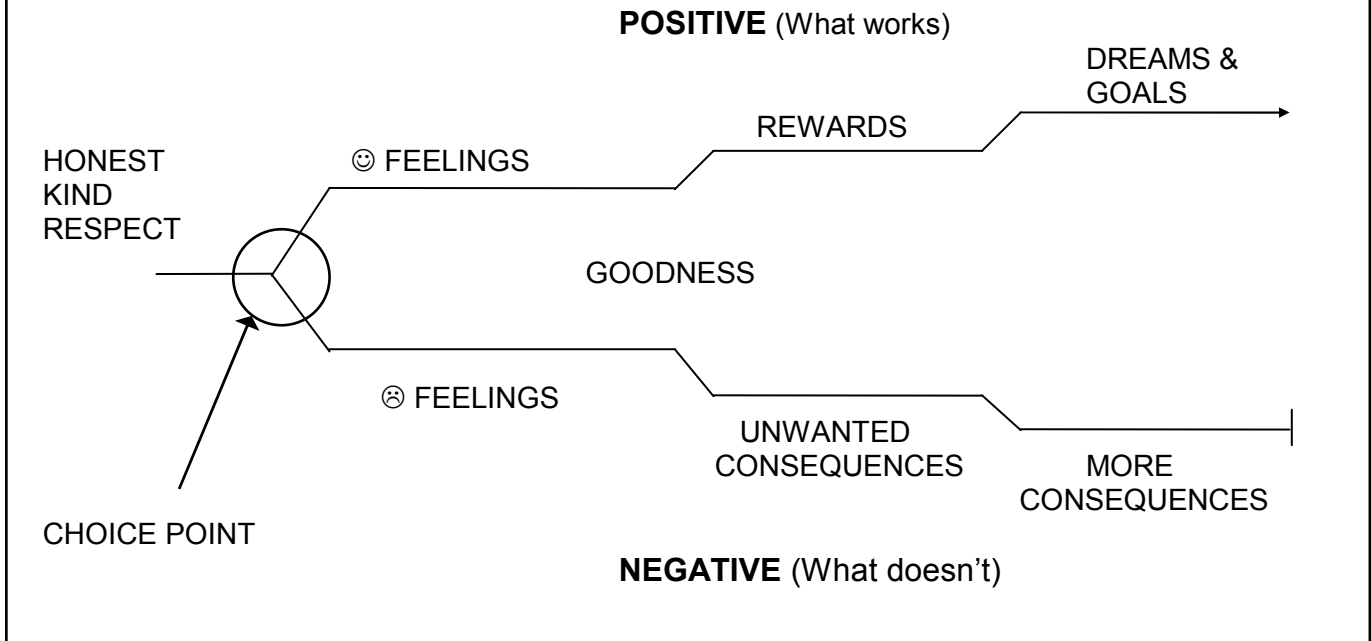
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# Choice Point System™

CHOICES → OUTCOMES



The Choice Point System illustrates that for most every decision, there is a moment in time where the decision is made. We call that moment a “Choice Point”.

The Choice Point System shows the people that:

- For every decision there is an Outcome.
- Often these Outcomes are Positive or Negative.
- If they look at the “Choice Point” and decide whether their choice is honest and kind, it will help guide them to a positive outcome.
- Because they have the ability to choose, they are responsible for the results of their decisions.
- Feelings and the outcomes are an indication of whether your making, or have made, a positive or negative choice.
- If they ended up with a negative consequence, at some point *they* made a decision that led them to that outcome.

# LEADERSHIP

**Defined:**

**Negative Leadership Is:**

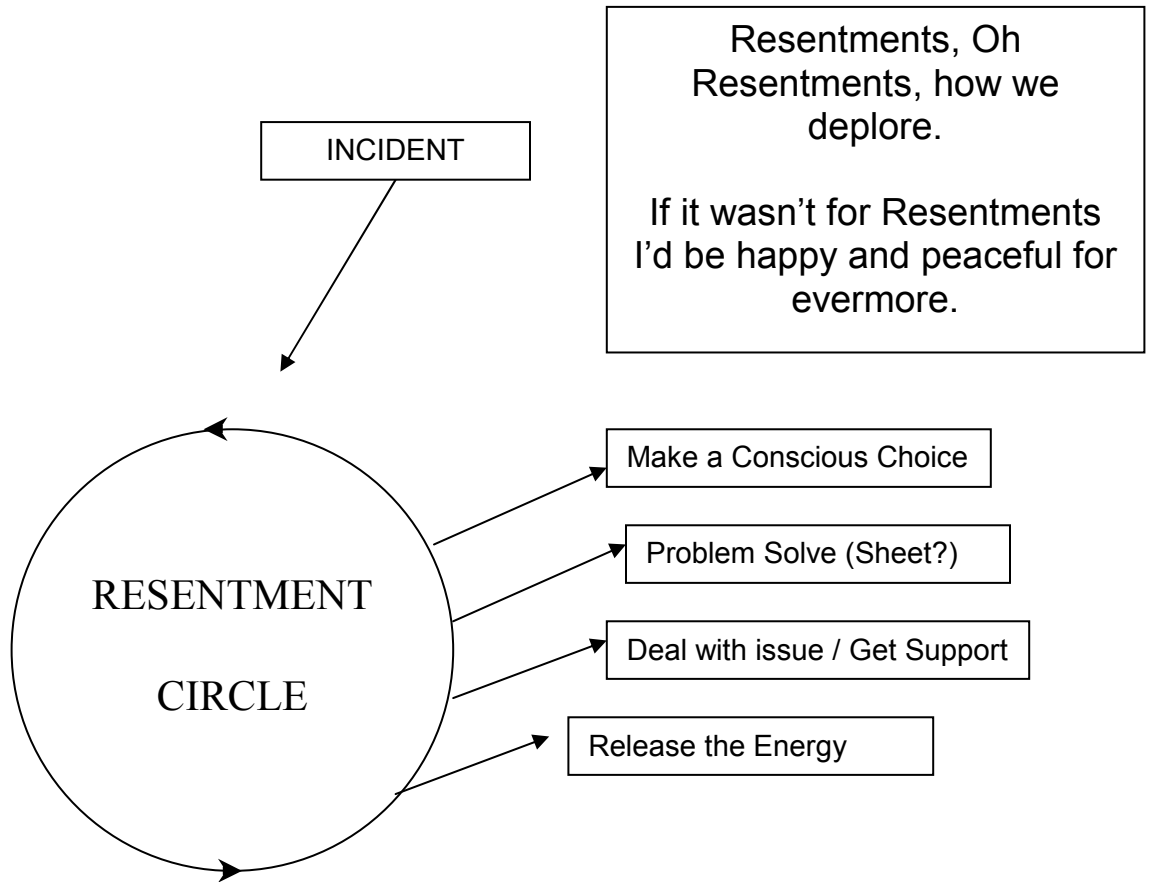
**Positive Leadership Is:**

**Why and How it Goes Awry:**

**How I Will Stay on Course:**

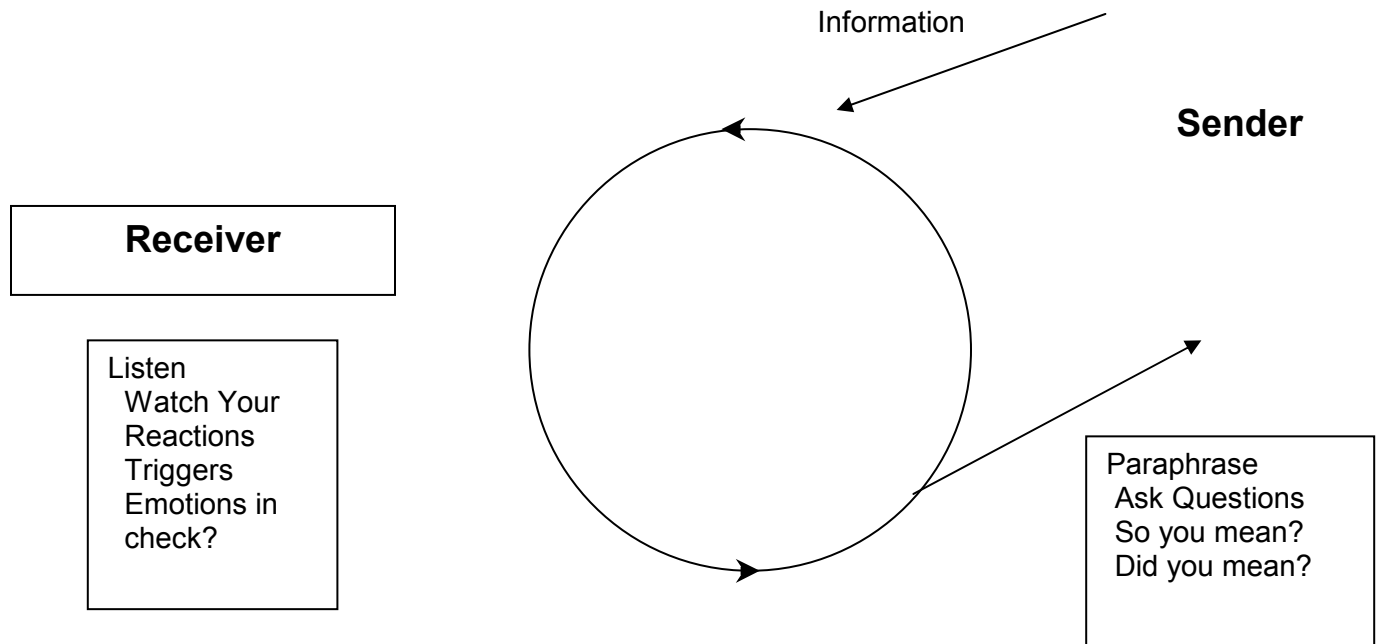
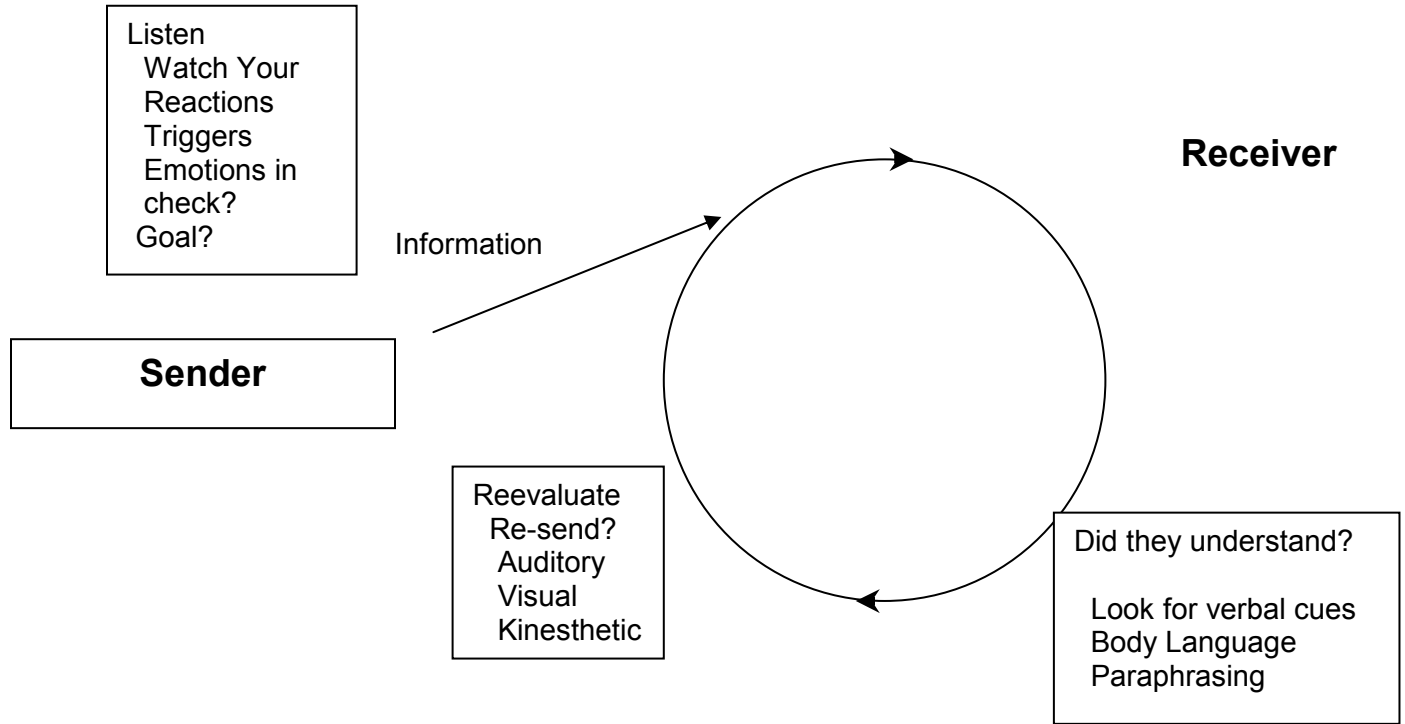
<p style="text-align: center;"><b>TRUST</b></p> <p>Motivate</p> <p>Inspire</p> <p>Lead by Example</p> <p>Empower</p> <hr/> <p style="text-align: center;">Compassion Based</p>
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# RESENTMENTS



## Constructive Criticism

# Communication Circle



## Obstacles

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# **DRIVERS**

## ***Positive Beliefs***

**I am important.**

**I belong.**

**I am good enough.**

**I matter.**

**I'm smart.**

**I'm a great manager**

**I'm on the right track.**

**I'm good.**

**I am worthy.**

**I'm capable.**



## ***Negative Beliefs***

**I am not important.**

**I don't belong.**

**I am not good enough.**

**I don't matter.**

**I'm stupid.**

**I'm a lousy manager.**

**I'll never amount to anything.**

**I'm bad.**

**I am not worthy.**

**I'm not capable.**

# **THE PURPOSE OF COMMUNICATION:**

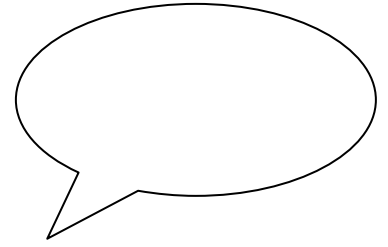
## **HOW IT GOES AWRY:**

## **WHY IT GOES AWRY:**



# **Internal Dialog**

How Your Thoughts Create Your Reality



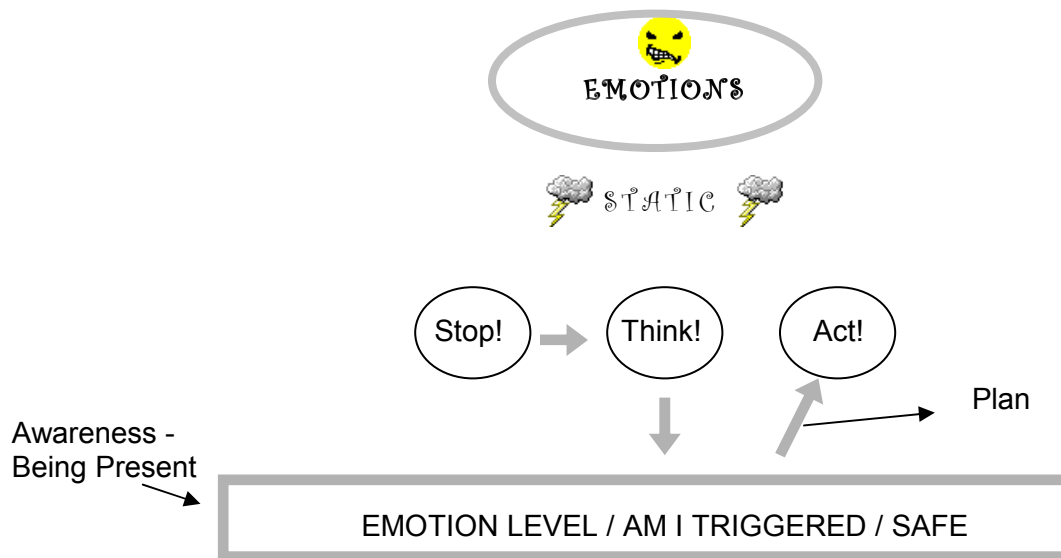
**Key Negative Thoughts:**

**Key Negative Beliefs:**

**True Thoughts:**

**True Beliefs:**

# CONFLICT MAP™



**When you act from a place of objectivity, you'll think clearer and get better results!**

This is an illustration of what you can do when you're emotionally charged about something. It may be a disagreement, a comment, a look – anything someone might say or do, or not say or do.

You'll also notice how often you are at "Choice Points" during these periods. The key is to stay centered, objective and problem solve.

This shows how:

- Often, our reaction or "trigger" is often just made up of static. The static is what causes conversations that start off at topic "A" to end up at topic "Z". These are those reactions / emotions that have nothing to do with the original topic, or the present.
- "Static" is often times superfluous energy with no purpose. It can be unresolved anger, fear, a "stuck" indicator or personal sabotage. Awareness is the key, then you can shift it.
- When you notice your emotions are a bit out of whack, the first thing to do is to **Stop** your part in what's happening. Next, **Think** about your emotional level, inquire internally as to what is going on. If you can unhook things quickly, do continue. Once you've connected with what's going on for you, problem solve using your objective judgment skills and **Act!**

# Self Awareness for My Goal

**Changes I Want to Make/ What it Will Feel Like:**

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**How I Might Sabotage My Goal / The Changes I Want:**

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**What I Will Do to Prevent This:**

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**What Must I Believe About Myself:**

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**How I Will Reinforce This Belief:**

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# Respond vs. React

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HALT PS:

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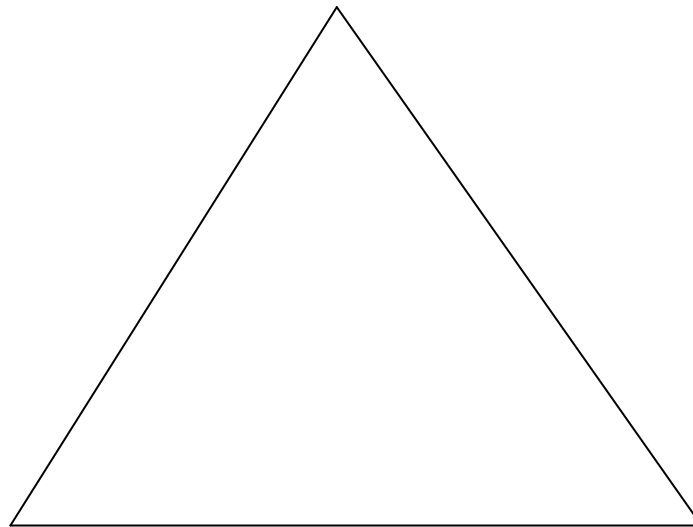
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# I'm OK / You're OK

(notes)

## DRAMA TRIANGLE

PERSECUTOR



RESCUER

VICTIM

## Self Communication Assessment

Use this in your mind (internally) when you find yourself overreacting to something someone has said or done.

- 1) I am Feeling \_\_\_\_\_,
  - 2) Because when he/she \_\_\_\_\_,  
(said/did)
  - 3) I thought it meant that I am \_\_\_\_\_,  
-Negative belief about yourself-  
(Bad, Stupid, Not Enough, etc.)
  - 4) What is true is that I am \_\_\_\_\_!  
-Opposite of negative belief-
- (#4 is what you really want to hear - and what's true!)  
Repeat this often to yourself.

Use this tool when you notice you are overreacting to a comment, situation or other trigger.

By using this tool you will be removing the "Filter" -or negative belief/ driver about yourself. The result is you will be present, in the moment, and able to think clear.

Here's an example. Say you were to meet someone at a certain time, and they forgot. You might feel Angry and think that you are unimportant because they forgot to meet you.

Using this assessment tool, you would put your feelings in the **first line**. "I am feeling Mad."

Next, you'd put what they did in the **second**. "They didn't show up."

What did you think their not showing up meant about you? You're looking for the negative belief or "Driver" here. Ah, that you aren't important. (See also the negative driver list in your handbook.)

Write in the **third line** - "I am not important."

Now you know that isn't true. No matter how much you want to believe it. Whatever negative belief/ driver you put here simply is FALSE!

Write the opposite of your result for line three on **line four**. "I am important". Now repeat this to yourself internally. This will help you to not take what's happening personally. You are countering this driver and taking control of what's really going on.

Using this tool will help you to not take things personally and will take the "charge" out of conflicts.

# **LEARNING STYLES**

**AUDITORY**

**VISUAL**

**KINSESTHETIC**

## **COMMUNICATION BARRIERS:**

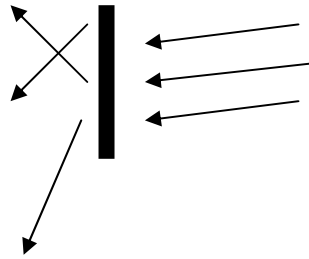
**FEAR**

**MISUNDERSTANDINGS**

**Assumptions**

**Solutions:**

# FILTERS



Think of a person you're having difficulty with. What might YOUR filters be that are distorting what's really going on?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What might THEIR negative driver be?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How are you going to use this information to help your working relationship with them?

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# Break Through Communication

## Skills

### Option A

-Internal-

(Internally) I am feeling \_\_\_\_\_

(Internally) When they (said or did) \_\_\_\_\_

(Internally) Did they really mean \_\_\_\_\_?

\*If you are still hooked, consider using the Self Communication Assessment.

### Option B

-Asking for Information-

(Internally) I am feeling \_\_\_\_\_

(External) When you (said or did) \_\_\_\_\_

(External) Did you mean \_\_\_\_\_?

Decide to give them more information or not about what's going on for you. This depends on your trust level and investment in the person.

## Break Through

This approach helps stop misunderstandings, allows you to really understand another person and can help you to not take things personally. You'll get that you are separate and OK.

Use this tool when you notice a reaction or "HOOK" when someone says or does something.

(Yes, even in the boardroom 😊)

You can use this process which is external – or the Self Communication Assessment which is internal.

## Description

**Option A** is merely to check out if you heard correctly or if you "miss-filtered" it. When you're not sure what someone said, merely ask them what they meant and find out. Then, problem solve from there. It's a great way to check your "Filter!"

**Option B** is how to check out what someone meant when they said or did something. It clears up misunderstandings. This requires a level of trust.

**When using Option B**, the person asking the questions may be open and vulnerable, so this tool should only be used with someone you trust - in a situation that is safe and open.

# Positive Change System - DIGGER

Date:

**What's not working?**

**Did I create it or have a part in it?**

(Really look at this one. It may be subtle.)

**What Ground Rule / Personal Value did I break in this?**

**What did I do to create or take part in it?**

**How was I was feeling before I created it -or made a choice.**

(Was it MAD, FRUSTRATED, CRANKY GLAD, SCARED, WORRIED, SAD, something else?)

**What I really wanted was:**

(Something that is Healthy, Honest Kind and Respectful, and okay to have. Realize you can't change others. It starts with you.)

## Positive Change System - CHANGER

**What will I choose now to not take part in creating this, or creating this directly?** (Look at Honesty, Kindness and Respect. Did you React? Was it Anger? Were you believing a Negative Belief about yourself? Look at the Choice Point System. What Choice can YOU make that will change the outcome?)

**Do I need support to make this new choice? To consistently make it? If so, what am I willing to do for myself?** (You'll notice this is about and for you.)

**Do I need to do anything about the feeling?**  
(Breakthrough, Self Communication Assessment, Anger Release, Talk with Someone, Other?)

**Do I need to do something to get some of or all of what I want?**  
(This is something that is HEALTHY to have. It also is okay to have, doesn't harm you or anyone else. It's not in anger, not demanding and is honest kind and respectful. Ideas like: Be less demanding with me / Create peaceful time for me / Create fun time for me.)

Paul is an expert in motivation, leadership, inspiration, self esteem building and organizational development. A 12 year veteran of the King County Sheriff's Department, Paul spent much of his career working with street gangs. Drawing on his experience, he re-channeled his efforts and since 1998 he has been working to positively impact the lives of people before law enforcement sees them. In his trainings, programs and keynote addresses, Paul provides the tools people and companies need to ensure a brilliant and happy future.

**Paul is an award winning professional speaker that specializes in helping people, companies and organizations create and maintain the changes they want.**

Paul provides keynotes, workshops, trainings and individual coaching. He has presented at numerous conferences all across the country. He's helped staff, managers, organizations and companies regionally, locally and nationally create the changes they want. He has over 25 years of experience in helping people better themselves. He's presented his Seven Steps to Phenomenal Management to the largest HR conference ever in Asia is a member of the American Management Association and has appeared on Radio Disney and the Today Show.

**Individual Coaching:** Paul is available to support you to get the positive changes you want no matter where you are in your organization - for you or for your staff!

**For Companies and Organizations – For a more complete list, check [www.PaulFigueroa.com](http://www.PaulFigueroa.com). Also, if you don't see a topic or challenge you'd like him to speak to, do call. He's great at helping you and your organization get the changes you want. 206-650-5364**

**Thriving Companies Management Training:** This groundbreaking and highly effective training is available for all managers, regardless of their current skill level. It brings about profound changes and improvement for each individual - and their team. Participants refresh and gain new skills. Each manager identifies their own growth areas and moves through their personal blocks. The program improves current skill sets, supports their skill set growth and teaches new ones. Each topic in the course is customized to the unique team needs as well as those of the individuals participating.

**Thriving Workplace Training Program:** This highly effective staff training supports all workplace environments regardless of their current environment, state of production or teamwork level. It can be used to accelerate what's already working, to redirect your current path or to improve the cohesiveness and overall effectiveness of your staff. The Thriving Workplace Training Program supports individual and group improvement. Each yearly program is customized to the unique needs of your team, those of the individuals participating and the overall goals of your organization.

**Gossip Prevention:** Easy tools to save you tons of money, increase productivity, morale and get rid of this malicious problem.

**Conflict Resolution – A Map to Solution:** A positive way of solving conflict by staying present, not giving in to your emotions and staying safe.

**Team Building and Communication Skills:** Enhancing your workplace by increasing efficiency and creating a positive work environment.

**Bullying Prevention in the Workplace:** Helping open up communication, enhance cooperation and providing tools for increasing productivity in a positive work environment.

**Power, Communication and Teamwork:** Improving communication, enhancing a feeling of unity and supporting a thriving workplace.

**Creating Positive Changes at Work:** Helping everyone focus on what's working along with identifying and overcoming obstacles.

**Alleviating Burnout:** In these times, it's easy to become overwhelmed with your job and burn out. Paul shares ways of changing your perspective, managing time and getting you and/ or your staff back on track.

Plus many, many more. Don't hesitate to ask!