

**Paul Figueroa**

**PEACE ENFORCEMENT LLC**

**CONSULTING, SPEAKING, TRAINING AND COACHING**

**The Language of Leadership:**

Enhancing your Leadership Potential

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

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# **LEADERSHIP**

**Defined:**

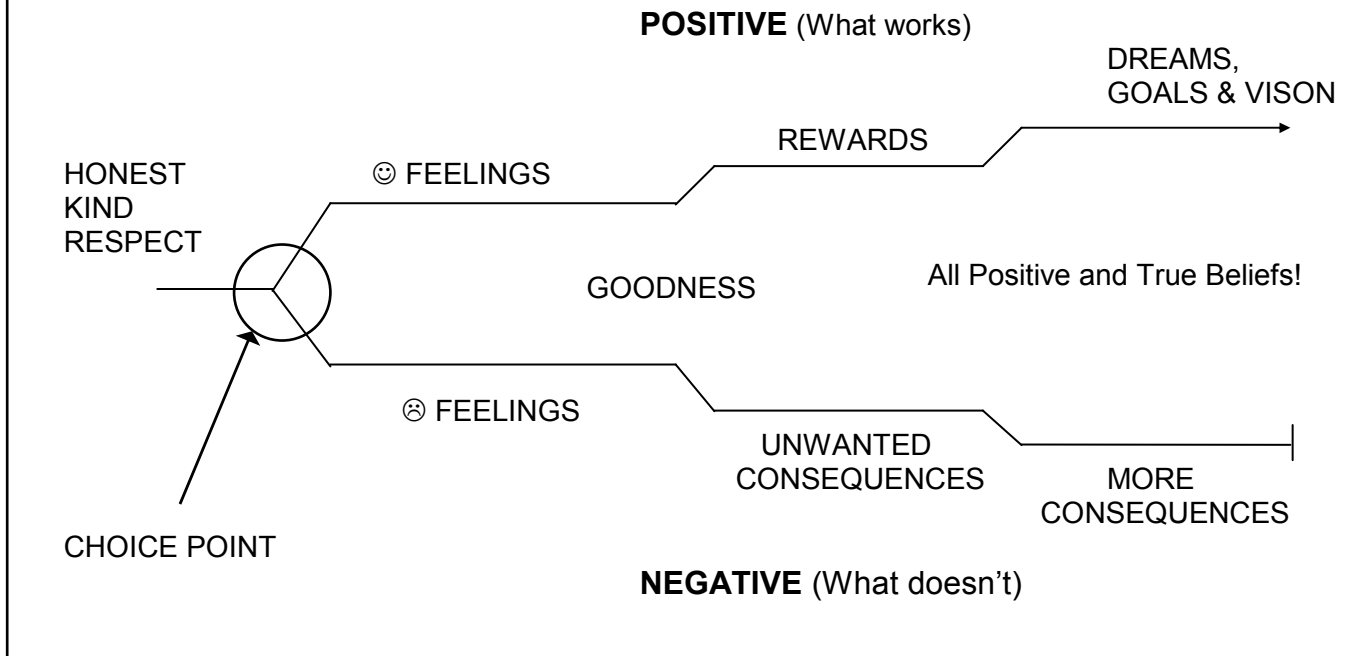
**What Pulls YOU off Course?**

**Mission Statement:**

**Personal Vision:**

# 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 you that:

- For every decision there is an Outcome
- Often these Outcomes are Positive or Negative, sometimes they're a mixture
- If you look at the “Choice Point” and decide whether your choice fits into who you really are and how you want to be, it will help guide you to a positive outcome
- Because you have the ability to choose, you are responsible for the results of your decisions. This is a positive thing because you can only change you!
- If you - or someone else - ended up with a negative consequence, at some point *they* made a decision that led them to that outcome, and
- In the big picture, all choices help get you to where you want to go – personally and in your organization.

# **Obstacles to Positive Speech**

## **The Six Obstacles**

## **What's Really Going On?**

## **Why Positive Speech is Worth It?**

## **The Five Keys to Positive Speech:**

# Things that Aren't Working:

1.

2.

3.

4.

5.

6.

7.

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10.

11.

12.

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1.

2.

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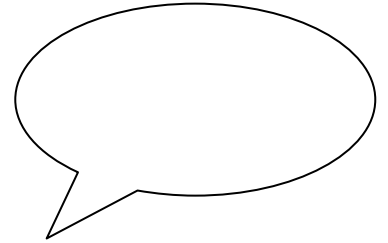
10.

11.

12.

# Internal Dialog

How Your Thoughts Create Your Reality



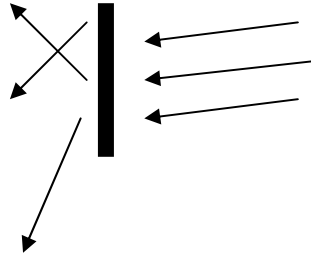
**Key Negative Thoughts:**

**Key Negative Beliefs:**

**True Thoughts:**

**True Beliefs:**

# 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 YOUR negative driver be?

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

How are you going to use this information to help you at your workplace?

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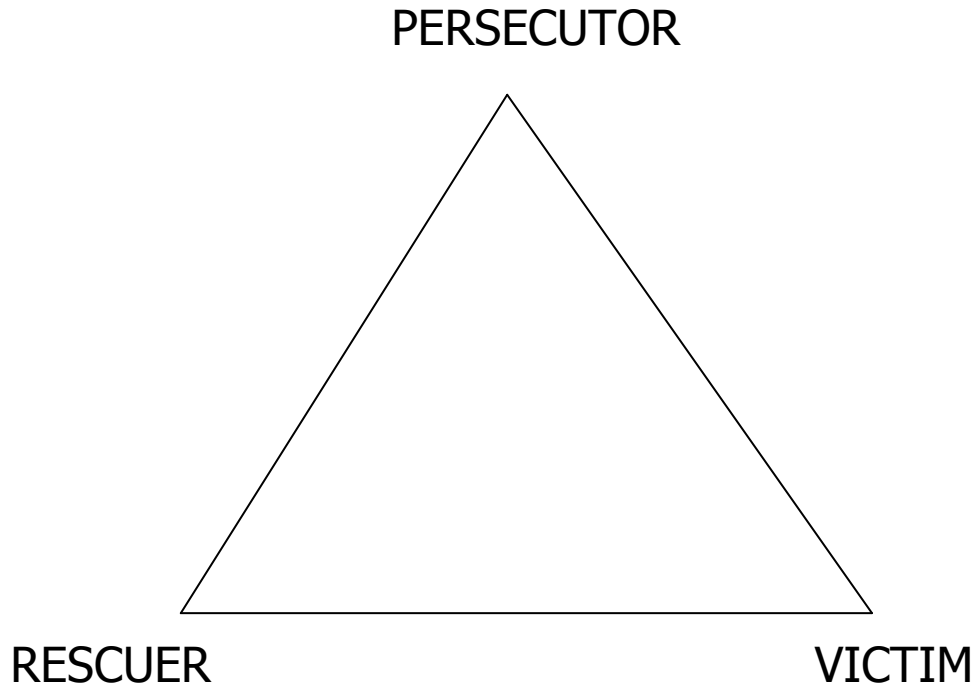
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# DRAMA TRIANGLE



# LEARNING STYLES

AUDITORY

VISUAL

KINSESTHETIC

**TRUST**

Motivate

Inspire

Lead by Example

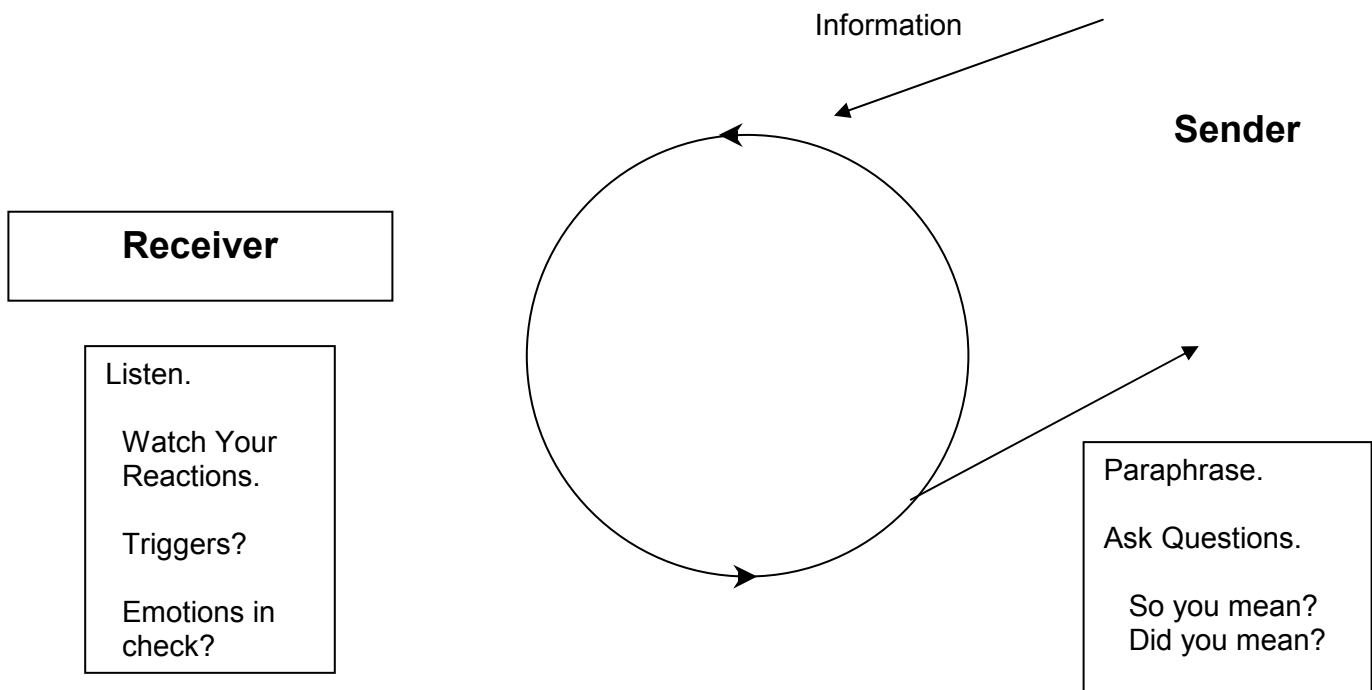
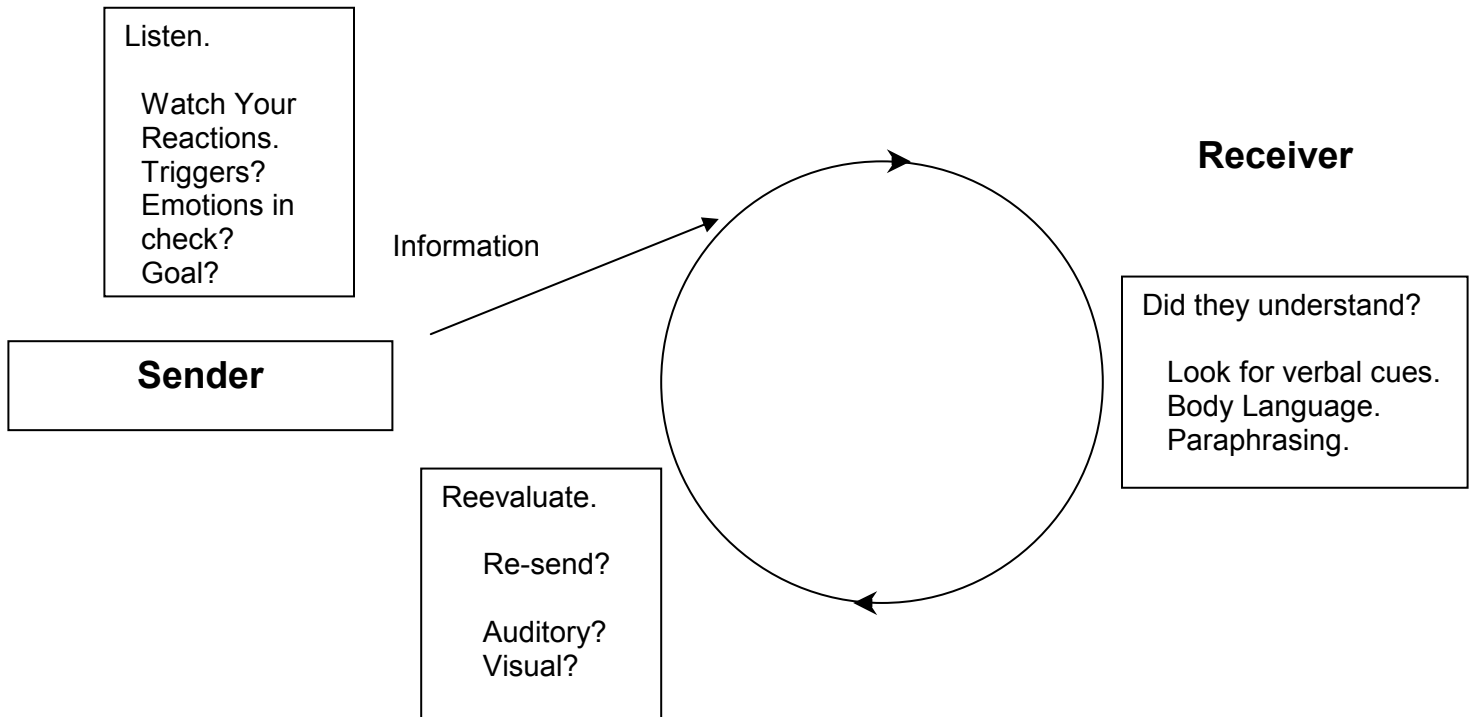
Empower

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Compassion  
Based



# Positive Communication Matrix



## Obstacles

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# **CHANGE SHEET**

## **Personal “Negative” Beliefs:**

**How do you “Set Up” your negative belief to happen:**

**What steps are you going to take to change them:**

### **Verbal Confusion**

Eye halve a spelling chequer  
It came with my pea sea  
It plainly marques four my revue  
Miss steaks eye kin knot sea.  
Eye strike a key and type a word  
And weight four it two say  
Weather eye am wrong oar write  
It shows me strait a weigh.

As soon as a mist ache is maid  
It nose bee fore two long  
And eye can put the error rite  
Its rarely ever wrong.

Eye have run this poem threw it  
I am shore your pleased two no  
Its letter perfect in it's weigh  
My chequer tolled me sew.

Source unknown

### **Popular Misunderstood Lyrics**

"There's a bathroom on the right."

"There's a bad moon on the rise."

Bad Moon Rising, Creedence Clearwater

"Dead ants are my friends; they're blowin' in the wind."

"The answer my friend is blowin' in the wind."

Blowin' In The Wind, Bob Dylan

"I got no towel, I hung it up again."

"I get knocked down, but I get up again."

Tubthumping, Chumbawumba

"She's got a chicken to ride."

"She's got a ticket to ride."

Ticket to Ride, The Beatles

"Baking carrot biscuits."

"Taking care of business."

Takin' Care Of Business  
Bachman-Turner Overdrive

"Donuts make my brown eyes blue."

"Don't it make my brown eyes blue."

Don't It Make My Brown Eyes Blue  
Crystal Gale

"Hope the city voted for you."

"Hopelessly devoted to you."

Hopelessly Devoted to You  
Grease

Thank you to Fun-With-Words.com

# **Constructive Criticism**

The gift of Compassion

## **Communication and Word Choice**

**Positive Words/ Phrases**

**Negative Words/ Phrases**

## **COMMON REACTIONS TO POOR WORD CHOICES**

Visceral:

Emotional:

Body Language:



## ***Positive Beliefs***

**I am important.  
I belong.  
I am good enough.  
I matter.  
I'm smart.**

**I'm successful.  
I'm good.  
I am worthy.  
I'm capable.  
I am enough.  
I'm on the right track.**

## ***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 failure.  
I'm bad.  
I am not worthy.  
I'm not capable.  
I am not enough.  
I'll never amount to anything.**

### **Self Communication Assessment**

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

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

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This tool works wonders when you notice you are taking something personally. It may be a friend that has said or done something, a co-worker or supervisor. This process will help you get out of the emotional reaction and think clearer.

Here's an example. Say you were to meet someone at a certain time, and they forgot. You might feel mad and think that you are unimportant because they forgot to meet you. So you would put your feelings in the first line, that they didn't show up in the second line, that you think you are "Unimportant" in the third line and the truth, that you are "Important" in the fourth line. Using this can help you to know to not take things so personally. It will also take a lot of the "charge" out of conflicts.

# Positive Change System (The 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 or 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 (The Chooser)

**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 more gentle with me / Create peaceful time for me / Create fun time)

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, created an audio CD on Compassionate Leadership, is a member of the American Management Association and has appeared on Radio Disney and the Today Show.

**For Companies and Organizations – For a more complete list, check [www.PaulFiguroa.com](http://www.PaulFiguroa.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 in the program.

**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 increase productivity, improve 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