

**HS Phonecall
11JUL2006**

Next Week

18th of July
couple of possible topics
How do you handle unpredictable people
How do you get people to a predictable state

Attendee

- Terry Begnoche
- Robert Rowen
- Paul Parent
- Andreas Hug
- Juergen Boenisch

Current Update

Craig - Settling into new home hopes to call in next week
Terry came across old outline of possible book
We need some value packages attendance has been dwindling
a lot has come from the call over the last two years
should be a chance to document
A book from our practitioners might be attractive
Was talking to Doug about webs blogs
1% might form
9% might comment
90% passive
Lebow company
Rob Lebow
www.lebowcompany.com
creators of the Shared Value System (C)
cultural change journey
Jim Garrick says they've been engaged by a society
They use a 5 step cycle
Paul Find myself working it every day
can be tiring, to then sign up on a phone call

Looking at PI last week

I wonder how much is predictable
or the structogram discussion
are there signals?
can I observe
can I verify
contrarians can jog the memory

Change Agents

You have to win people over
It is difficult to motivate people
just to meet the creditability threshold they have to see the benefit
It seems like common sense
Treat people the way you want to be treated
people have different motives
some people just like to argue
it is more of a game to them
they just want the debate
Some people just don't care
The same argument doesn't work with all people
sometimes people are thinking ahead
listening skills
people think about other examples
and don't hear the rest of it
People don't hear everything
if they are all engaged good
but they may have wandered off a bit
they haven't ignored us, deliberately
Small group, let's say 5
And it might be compounded when it touches a cord
higher chance to get through
is it interesting to this person
If you hit the wavelength
at his best he is good
Trying to help the person to leverage their skills
but he has mood swings
somehow set up the discussion in a non-threatening way
when do you hit the point the person can't make it there is a tradeoff
A group of people aren't necessarily a team
have about 10 branches
some of these things are all predictable
Mind mapped "job crisis"
I tend to use or swap words training
some folks can react differently
we could fight internally
but external forces weren't allowed
we would all rally behind our family member
Think about big families
common view or value, to protect
19 years old have different
view than 50 year olds
Sometimes you are up against emotional maturity
It is also a function of the degree people are invested in the outcome
talk about flight or fight
some of mental ability goes away
Book: Crucial Conversations
Once you panic, you aren't rational
it isn't always the incident at hand
When you get mad
but it is more of "last straw"