

Lead
Motivate +

WELCOME

Retain Staff



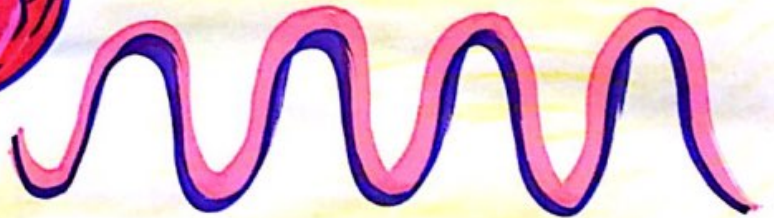
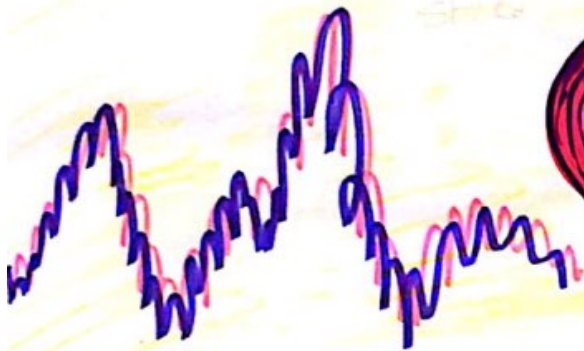
of Leadership

“ People don't leave organisations
they leave managers +
supervisors ”

(Victor Lipman)

(Leaders + their relationships)

Relationship



Rapport

re

What Specifically
would you like to
be able to do more
easily, effectively? ”



small groups

“

STATE

”



① Determines how well we can function



② Directly affects + influences the people around us.



4-Step Tune-up

1, Drink Water

2, "Brain Buttons"

3, Cross Crawl

4, "Hookups"
→ i
→ ii

Calmer

Relaxed

Clearer

Quiet / still

Perspective / Distance

"No biggie!"

Relationship

Trust
respect
influence
Psych. Safety
Understanding

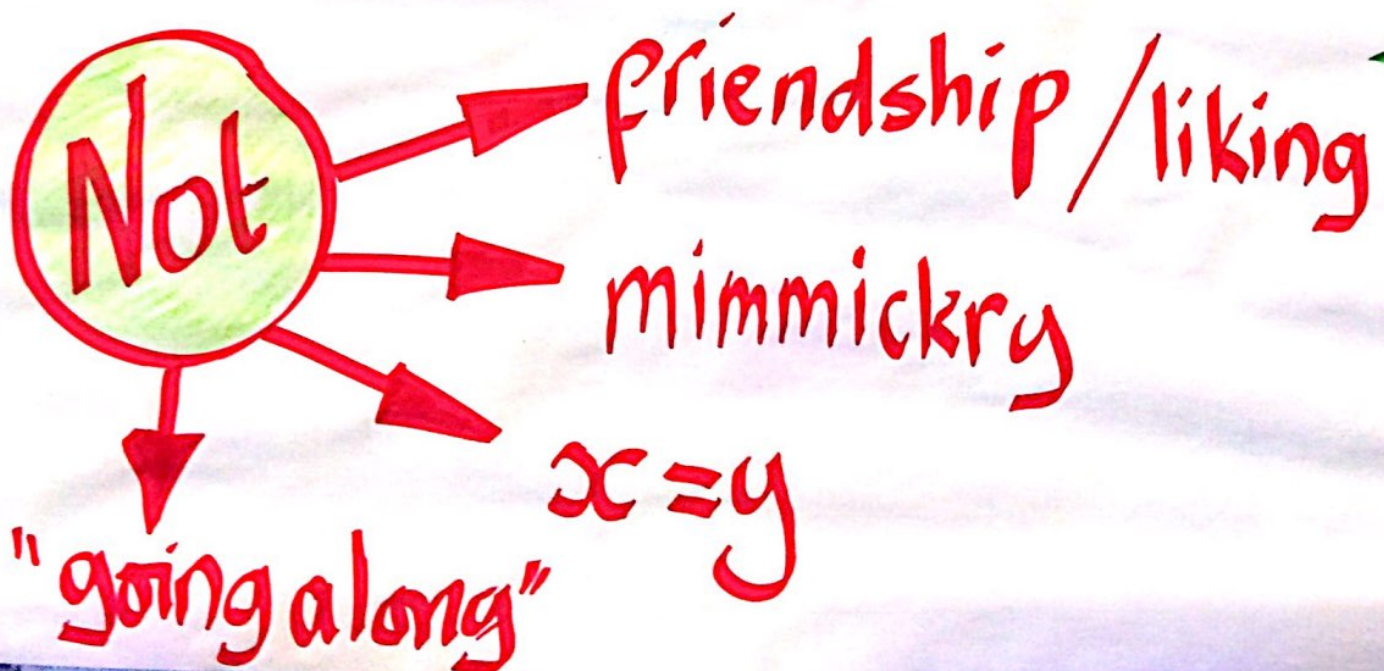
No rapport!

indifferent
awkward
stuck effort
stilted
hard work
avoid
run out
-ve
uncomfy silence
overcompensate
anxious tense
get away angry
physical
mis/understand
self-conscious

Rapport

easy phys
flows body
humour easy
shared u/s
animated
spontaneous
U30 happy
honesty get it
warmth u/s
related @ ease
valued u/s

Rapport



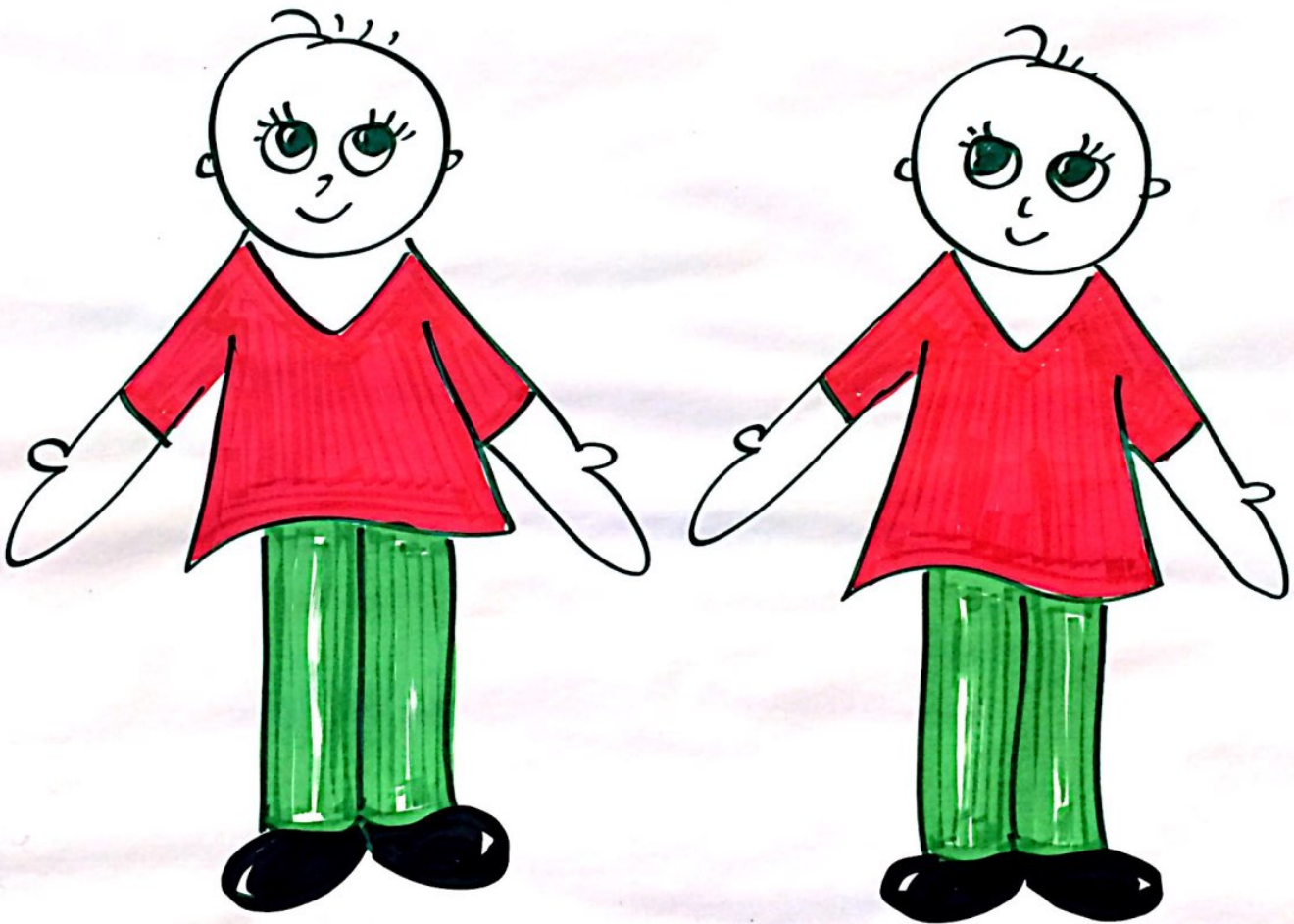
Natural pattern

(mammals)

largely unconscious!

1 Simple principle

WE LIKE



LIKE!

We "Track for Sameness"

Shared experiences



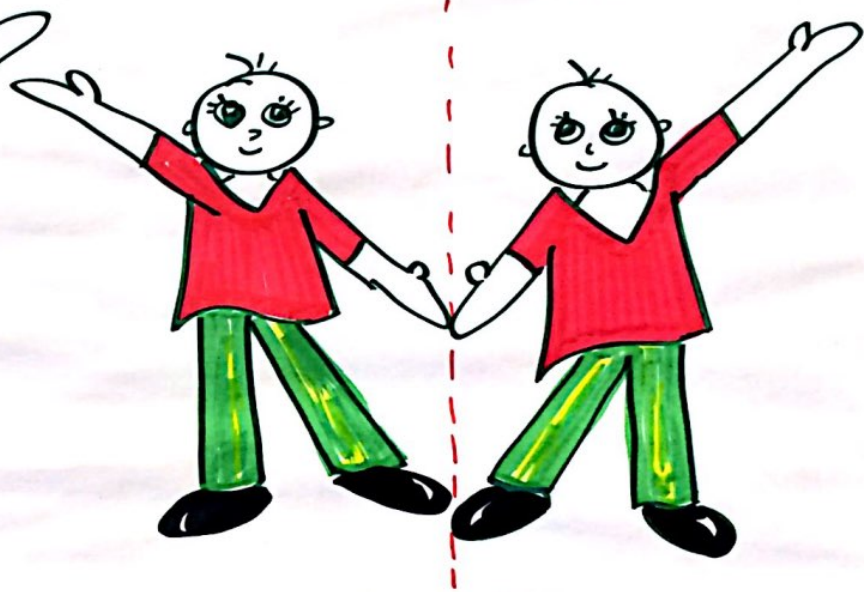
* Unconscious → Voice tonality

Matching + Mirroring

match



mirror



Posture, angle of spine, head positⁿ
gestures, expression, position of limbs
breathing, blink rate, degree of 'o' contact

+ Voice tempo, volume + pitch etc.

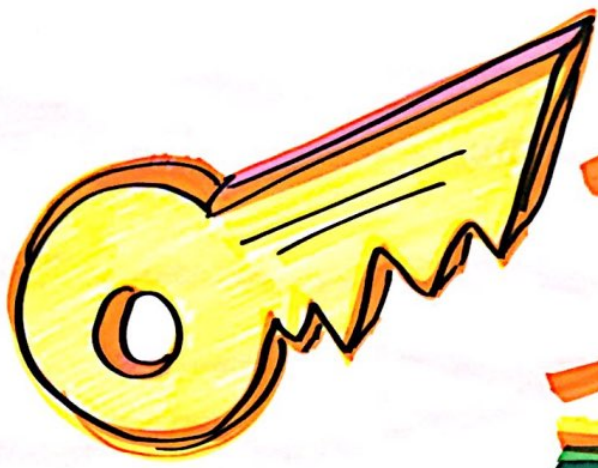
What did

you

L

Learn?





Influence

re Pacing
..... + Leading



Match/mirror for
long enough + then bring
them with you!

How could you use these skills...?

Unit
Name
Page No.





- Led Leaders :

1. Look after their state..



2. Build Relationships of trust + mutual understanding
(Rapport)