

Human Powered best practice summary



Conflict resolution

1

Don't make the other person wrong. Their opinion is valid no matter how strongly you disagree.

2

Actively listen so they can empty out all their thoughts (drain that goldfish bowl). Only then should you think about responding.

3

Take a stand for reaching a win-win outcome. It's not OK for you to lose and it's also not OK for the other person to lose.

Strong relationships

1

Start noticing how people react to your and other people's communications. For negative reactions, assess what happened to have triggered these.

2

Write down a list of what you think your negative behaviour is and share it with a few trusted people. Have them hold you to account on improving this.

3

When someone behaves in a negative way, focus on their intentions and not their behaviour. Always ask yourself where they're coming from and what they're trying to achieve.

Leading & influencing

1

Write a list of the L best practices you should start doing. Take a few weeks to work through your list, consciously putting it all into practice.

2

Write your personal credentials. You should always have these to hand, ready to introduce yourself to anyone in the right way.

3

Experiment with putting one technique at a time into practice, starting with E and then working through A and D.

Facilitation

1

Always focus on the outcome. Everything follows from your target outcome, so make sure you clearly define this for all your meetings.

2

Appreciate the opportunity cost. Find out what the people you invite could be doing instead of joining you.

3

Stop attending so many meetings. You need time to prepare for and follow up on your meetings.

Storytelling

1

Get started with one story. The hardest part of storytelling is getting started, so get one story through the DRA part of DRAMA as soon as possible.

2

Tell your story to one person. Practise your first story with someone that you trust and get their feedback.

3

Pay attention to other people's stories. Storytelling happens all the time in meetings so listen to stories and analyse which engagement techniques people use.

Outbound comms

1

Always define your outcome. Whatever and however you're communicating, make sure you know the outcome you're trying to achieve.

2

Remember the Rule of Three. Generally, create three arguments for every point you try to get across.

3

Stop writing so much. With the new skills you've gained from this book, you'll hopefully have more confidence to speak with people.

Are you
#HumanPowered?

