The OVATION Group

Leading at a Higher Level

Leveraging Psychological Safety and Communication to Influence Hearts and Minds

- Ice Breaker
- Introduction
- State
- Strategies
- Q&A

5

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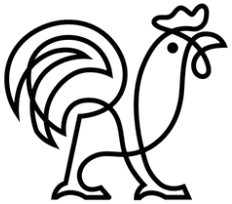
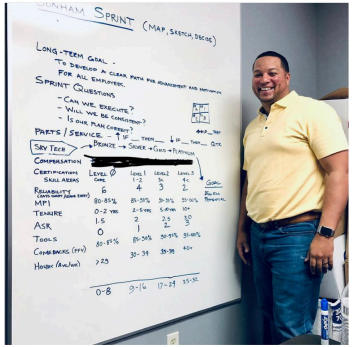
Finished files are the re-
sult of years of scientif-
ic study combined with the
experience of many years.

Intro

Who is this guy?

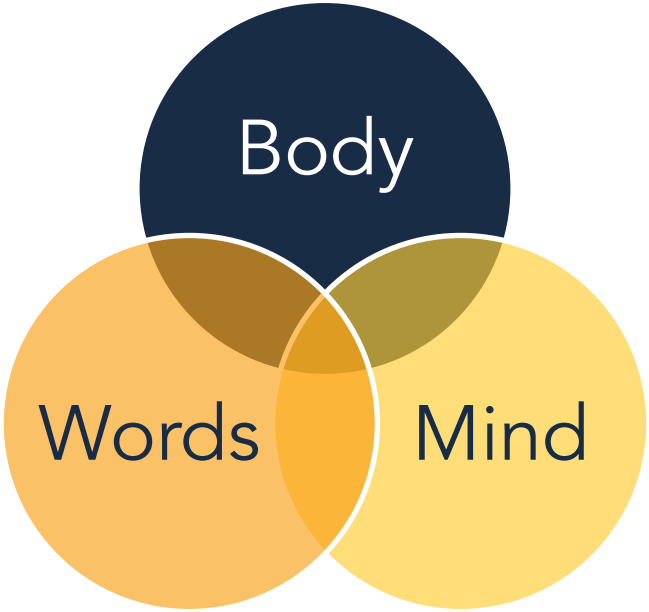




BETA

State

Leading at a Higher Level



Strategy

Psychological Safety

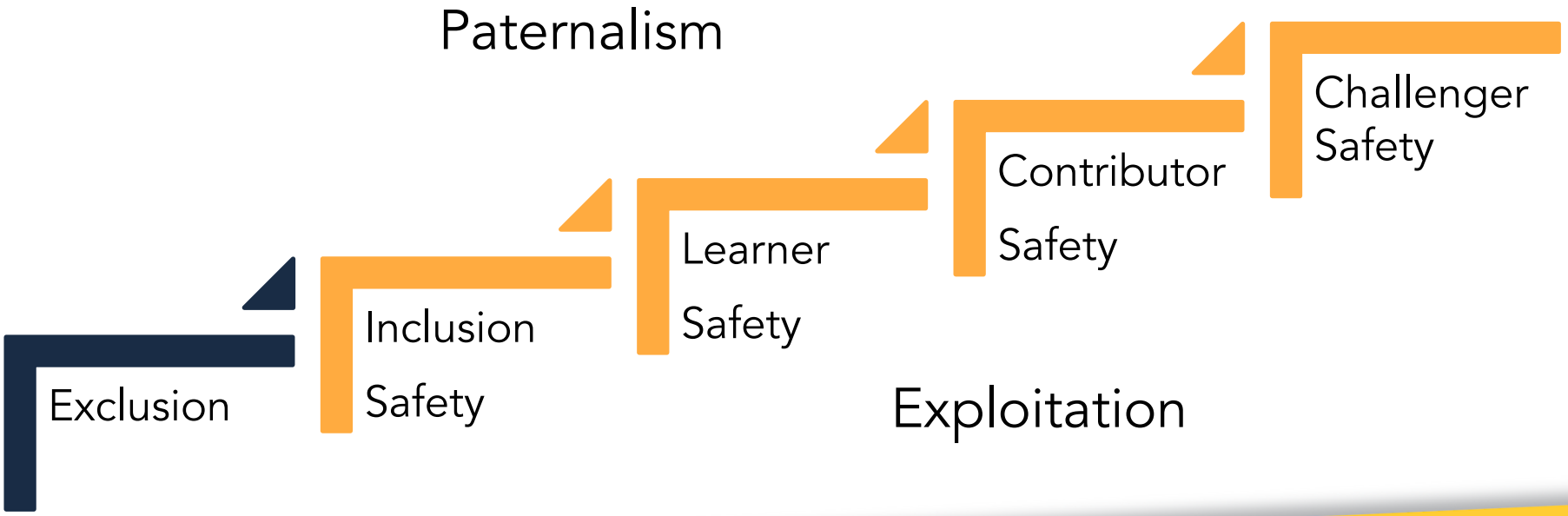
Have you ever been?

- Snubbed
- Silenced
- Brushed off
- Ostracized
- Humiliated
- Bullied
- Harassed
- Shamed
- Scorned
- Passed Over
- Neglected

Leading at a Higher Level

"I've learned that people
will forget what you said,
people will forget what you did,
but people will never forget
how you made them feel."
Maya Angelou

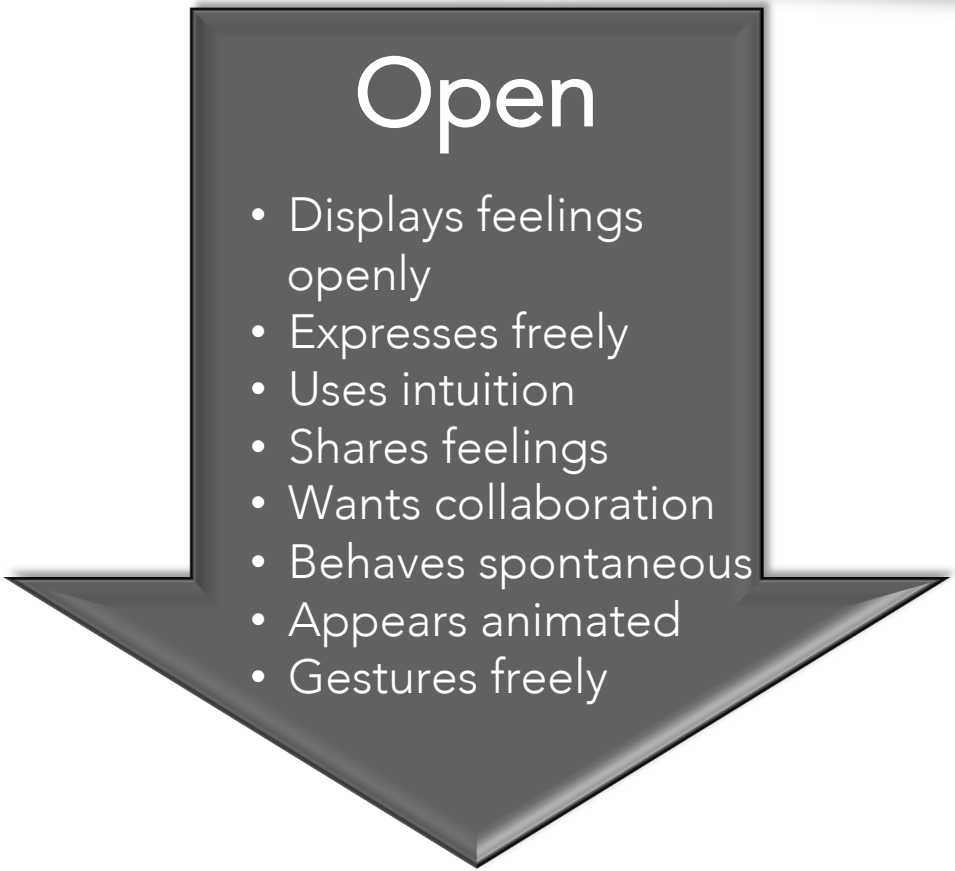
Leading at a Higher Level



Communication

Lost
Interrupter
Distracted
Solver

Emotions


Open
• Displays feelings openly
• Expresses freely
• Uses intuition
• Shares feelings
• Wants collaboration
• Behaves spontaneous
• Appears animated
• Gestures freely

Emotions

Private
• Displays few feelings
• Self-contained
• Appears serious, reserved
• Monotone in voice
• Relies on facts
• Responds carefully
• Wants a response
• Controls expressions
• Protects feelings

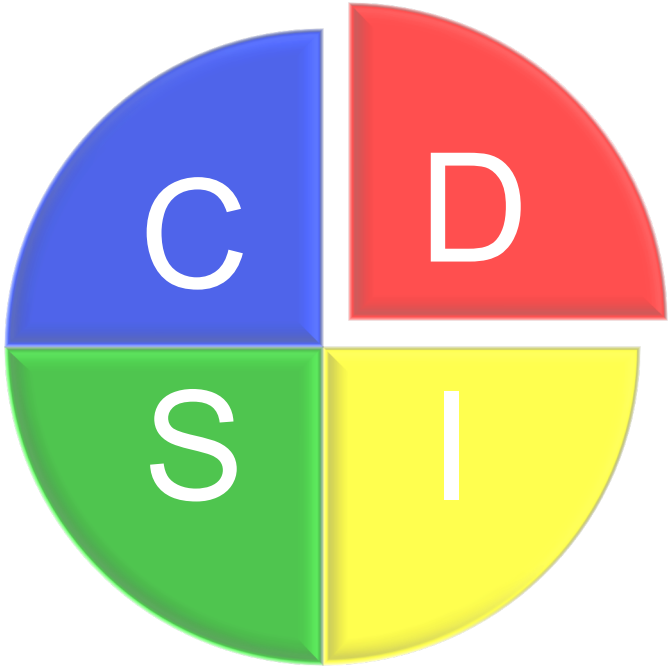
Assertiveness

Assertiveness

DISC

PRIVATE

INDIRECT



DIRECT

OPEN

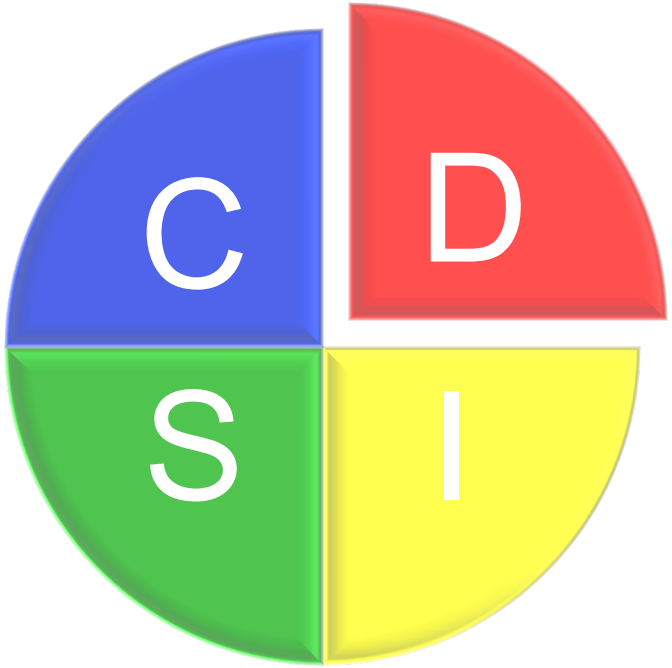
DISC

PRIVATE

25%

25%

INDIRECT



DIRECT

25%

25%

OPEN

Platinum Rule

Treat others the way they want to be treated

Adaptability

Adjusting your style
to meet the style preferences
of the other person.

HELLO
my name is
Brandon

DOMINANCE

What do you visibly notice about Dominance?

What do they sound like?

REMEMBER: It's All About Winning!

Private & Direct

HELLO
my name is
Kevin

Steadiness

What do you visibly notice about Steadiness?

What do they sound like?

REMEMBER: It's All About Trust and Caring!

Open & Indirect

Steadiness

SELF OPINION:	NEGATIVE OPINION:
Respectable	Unsure
Agreeable	Awkward
Dependable	Dependent

DO	DON'T
Be casual	Rush them to decide
Provide Assurance	Act aloof
Be warm	Uncaring
	Be impersonal

HELLO
my name is
Leah

Private & Indirect

Conscientious

What do you visibly notice about Conscientious?

What do they sound like?

REMEMBER: It's All About Their Process!

Private & Indirect

Conscientious

SELF OPINION:	NEGATIVE OPINION:
Industrious	Critical
Serious	Stuffy
Exacting	Picky

DO	DON'T
Stick to business	Be casual, loud
Provide evidence	Be vague, disorganized
Support their approach	Share feelings

HELLO
my name is
Kristie

Influence

What do you visibly notice about Influence?

What do they sound like?

REMEMBER: It's All About Them!

Open & Direct

Influence

SELF OPINION:	NEGATIVE OPINION:
Ambitious	Manipulative
Stimulating	Excitable
Friendly	Egotistical
DO	**DON'T**
Ask their opinions	Get detailed, technical
Get to know them Quickly, make it fun	Be cold, talk down, argue Ignore them

Stephen R. Moore “The Uplifter”

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: Culture Booster

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Q&A