



BE MORE INTERESTING

Building Your Social Intelligence Toolset to Excel in the Workplace





BE LESS AWKWARD



Agenda

- **Background**
- **First impressions**
- **Deepening relationships**
- **Becoming a better teammate**



BACKGROUND



Why is this topic important?

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou





Applicability of the Content

- **Professional**
 - **Networking**
 - **Building an inventory of business contacts**
 - **Client relationships**
 - **Team relationships**
- **Personal**
 - **Better friendships**
 - **Better presence in social situations**
 - **Dating!**



My Credentials



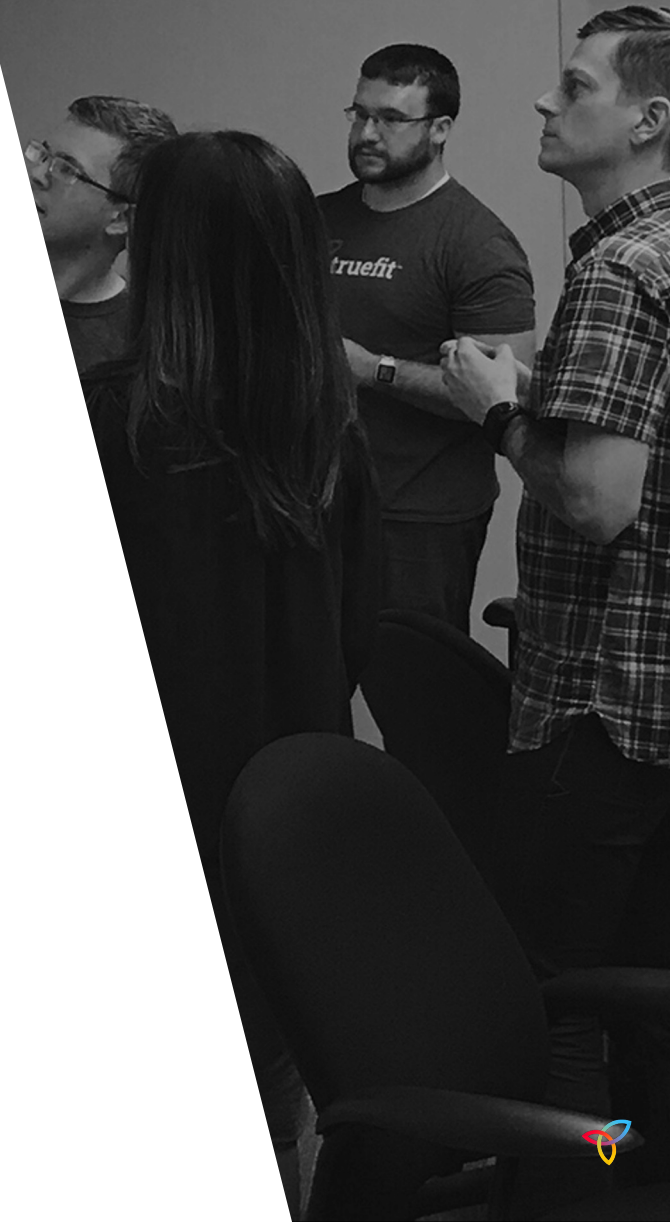
FIRST IMPRESSIONS

Become a better networker



Preparation

- **Research attendees**
 - **Background, education, career, interests**
 - **Note details about everyone ahead of time**
- **Prepare your energy level**
 - **Extroverts – no preparation needed!**
 - **Introverts – preparation needed!**
 - **Eat well ahead of time**
 - **Rest well ahead of time**
 - **Convince yourself ahead of time that you belong there**



Body Language

- Stand up straight, shoulders back
- Spread legs slightly
- Hands visible, arms hanging loosely at your side
- Point your torso toward the person with whom you are talking
- Talk with your hands



Shake hands

- Subtle but sincere
- Not too hard, not too soft
- Engage the second hand
 - Wrist or forearm of the other person





Remember names

- Stop saying, “I’m bad with names”
- Tips for remembering names
 - Identify the incentive
 - Clear your mind, stay laser focused
 - Say it immediately after learning it....twice
 - Continue saying it as you talk
 - Make an association (someone named “Ryan” who is muscular, or “Jacked,” > Jack Ryan)
 - Say it when you end the conversation (“It was great talking with you Becky!”)
 - Find them again later in the event and say it again
 - Write it down



Eye contact

When speaking

- Stimulates the listener
 - They remember more of what you say
- Communicates sincerity and authority
 - Lack of eye contact may mean you are lying
- Builds trust
- Allows you to read social cues

When listening

- Shows interest in the conversation
- Sign of respect
- Can help you remember what they are saying (largely due to focus)
 - But, not if you do it too much!
- Demonstrates confidence
 - Looking away can be interpreted as a lack of confidence





Smile

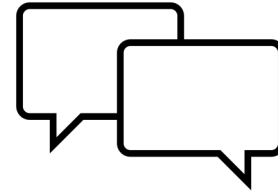
- **Just do it!**
- **A smile triggers positive feelings toward you**
- **A positive first impression of you will age well in the minds of others**

BETTER CONNECTIONS



Pulling the thread

Find the conversation “thread” in everything someone says and keep pulling on that thread





How do I pull the thread?

- **Start conversations with open-ended questions**
 - **About the venue / event where you are meeting**
 - **About mutual acquaintances**
 - **About interests in their life**
 - **About things they did recently**
- **Find a thread topic, and pull it using “Why/What/How” questions:**
 - **“When,” “Where,” and “Who” questions may lead to single-response answers**



Right questions to ask

- **Questions that let people talk about themselves**
 - **We enjoy talking about ourselves!**
 - **This is also a subject that everyone knows a lot about – their own life and experiences!**
- **Be genuinely curious about other people, and you will have long, meaningful conversations with them!**
 - **It is OK to talk about yourself as well, but try to wait until you are asked**
 - **If the other person never asks about you, find a new person to talk to!**



BECOMING A BETTER TEAM MEMBER



The power of vulnerability


- **The Pratfall Effect**
- **Being vulnerable makes you more:**
 - **Approachable**
 - **Likeable**
 - **Respectable**
- **Highlight your weaknesses**
 - **If you feel comfortable enough, make fun of them!**



The power of vulnerability

- The Franklin Effect
- Ask for advice, because people love to give it!
 - Do you have any restaurant recommendations?
 - What should I read next?
 - How did you solve this problem in the past?
- Lean into the expertise of others





The power of appreciation

- **Compliment your coworkers when they deserve it**
 - **Be specific in what you compliment**
- **Pay attention to what your coworkers appreciate the most**
- **Be generous and proactive in compliments**
 - **Be as public as you can be**
- **No “sandwiches”**
- **Our brain processes reputational rewards similarly to the way it processes financial rewards**





The power of storytelling

- Keep an “inventory” of stories handy
- Use stories to make points and deepen your connection with others
- Tips for storytelling
 - Start in the middle of the story (creates intrigue surrounding the other details of the story)
 - Create story “hooks” – intentionally disclose some, but not all, of the information when you overview the story
 - Highlight the struggle / conflict in the story
 - Just like every movie that Hollywood has ever made!
- My story “hook”
 - Despite many years of playing football, the most painful hit I ever took occurred when the submarine room I was in was taking on water



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THANK YOU!

