icon ⑨
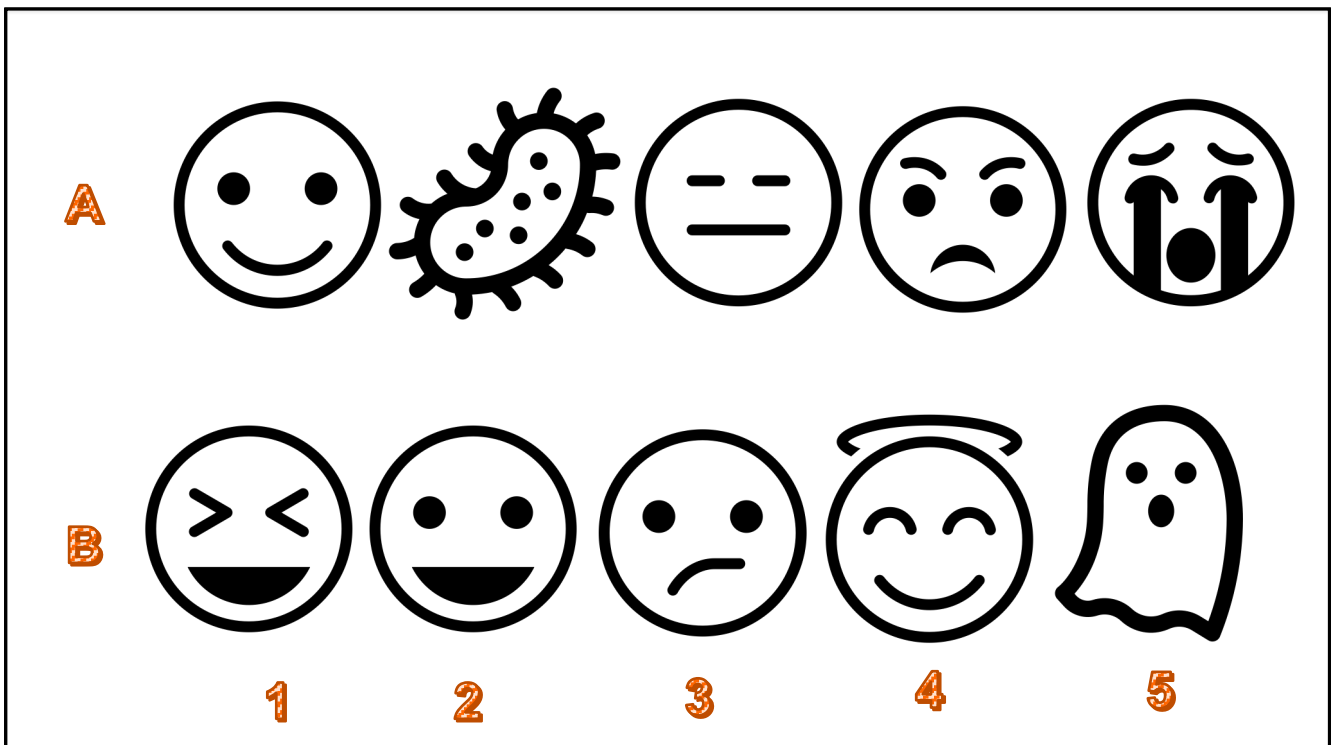
Excellence in Internal Client Encounters

A series of training and workshop sessions
for Intel France, May to September 2021
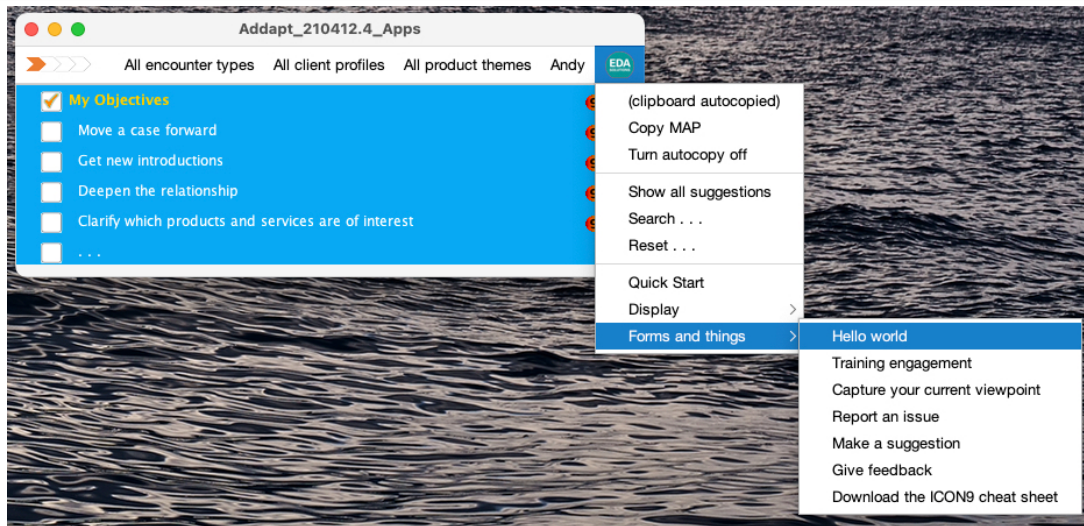Session 8

1

A   😊 🦠 😑 😠 😭

B   😆 😀 🙁 😇 👻

    1   2   3   4   5

2

To get started…

3

Please choose a statement …

… then either (1) ask a question about it, (2) make a comment or (3) demonstrate that it is true

1. I can use the 4-step SUBROUTINE protocol
2. I am able to differentiate between analytical and systemic approaches
3. I have a specific example of a situation where all this stuff is especially relevant
4. I am able to use the Encounter Process to …
5. I can explain what is special about Guiding Discovery (as opposed to Learning Discovery, for example)
6. I can use a MAP-based approach to prepare meetings effectively
7. I am able to access my.icon9.net and found the following useful things there …
8. I can plan a presentation or pitch using the TWO-MINUTE MESSAGE
9. I have some cool tools and techniques for getting meetings started
10. I can use DISCOVER-Y obtain a wide range of factual and feelings-based information

Whoever goes first has most choice ! ☺

iconda

4

2

Titan's Tale

- **Maxillion**, a global technology supplier headquartered in the USA
  - \>50k employees
- **Titan**, Maxillion's European Business Unit (BU)
  - 40 people, Global Positioning System (GPS) software components
  - Supplied to other BUS, e.g for navigation & vehicle tracking systems, smartphone apps
  - Acquired by Maxillion a few years ago
- Titan's flagship product is **SwiftFix**,
  - Expert support needed to integrate it into finished products
- Titan most recent product = **AutoFix**
  - Easier to set up
  - Titan wants to deploy it in the Smartphone and Navigation BUs soon
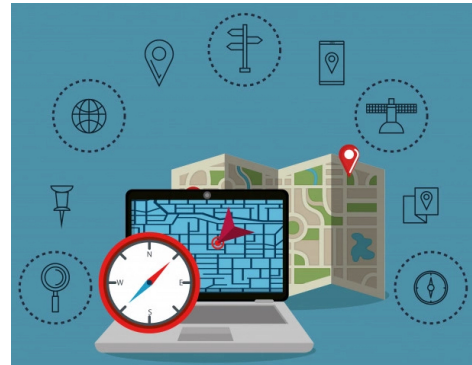
5

The Cast

Chris : Titan Jnr Engineer
Curious and knowledgeable. Takes on too much work and is therefore constantly overloaded.

Drew : Maxillion exec (oversees multiple BUs)
Results-oriented. Charming and persuasive. Has a tendency to push people into competitive positions (i.e. slightly manipulative).

Erin : Smartphone BU manager
Conscientious. Strong views on *how* things should be done, more flexible on *what* should be done.

Francis : Smartphone BU Technical Lead
Technocratic, logical, organized. Can be impatient with others who do not see things as clearly.

Glen : Smartphone BU Engineer
Friendly. Creative. Tends to avoid taking responsibility for things.

Haven : Maxillion IT Manager
Technically masterful. Tormented by conflicting desires for speed and perfection.

6

The Cast

Alfie : A Titan Team Leader

Whenever you take this role, play it as yourself

Brennan : A Titan Snr Engineer

Whenever you take this role, play it as yourself

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7

- Objectives
  - Refresh, reinforce, go further and deeper
- Means
  - Revisit material from a new angle
  - Improvisation around a single storyline
- 12 short scenes
  - 2 or 3 actors in each
  - Different learning points targeted by each
    - Other things will certainly come up too
- You have 2 scripts (PDFs)
  - One for Alfie and Brennan
  - One for your assigned character
    - Chris, Drew, Erin, Francis, Glen or Haven

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SYNOPSIS

CAST OF CHARACTERS

SCENE 1: A FLEETING CHANCE TO MAKE A MARK
Active: Alfie, Drew and Erin
Passive: Other BU heads and senior staff

SCENE 2A: RESISTANCE
Active: Alfie, Erin and Francis
Passive: Other Titan and Smartphone BU people

SCENE 2B: TOO PROBLEM-ORIENTED
Active: Brennan, Francis and Glen
Passive: Other Titan and Smartphone BU people

SCENE 3A: GETTING DOWN TO WORK
Active: Brennan, Francis and Glen
Passive: Other Titan and Smartphone BU people

SCENE3B: REACHING AN AGREEMENT
Active: Alfie, Francis and Haven (Haven has been called in half way through the meeting)
Passive: Other Titan and Smartphone BU people

SCENE 4A: HEATING UP
Active: Brennan, Chris and Glen
Passive: Alfie, Haven

SCENE 4B: STANDING UP FOR YOURSELF
Active: Brennan, Glen, Haven
Passive: Chris

SCENE 5: CORRECTIVE FEEDBACK
Active: Alfie, Chris
Passive: none

SCENE 6: DELEGATION
Active: Brennan, Chris
Passive: none

SCENE 7: A TIME-WASTING MEETING
Active: Brennan, Erin and Haven
Passive: none

SCENE 8: RECEIVING POSITIVE FEEDBACK
Active: Alfie and Drew
Passive: none

SCENE 9: GIVING THANKS
Active: Alfie, Chris
Passive: none

Use the last page of each PDF to find characters and scenes

8

Feedback

- Balanced:

  – In this case the trigger for giving feedback is an observation of something to fix

  – However, nothing is ever 100% wrong

  – Try to (1) identify one or two things that you applaud, explaining why, before (2) offering a suggestion of something that could be improved on a future occasion

- Positive only:

  – Try using NVC upside down, e.g:

    • When you presented slide 7 (ACTION), I could see in the image what I had been struggling to understand in the equations that came earlier (NEED), and I was mightily relieved! That was the highlight of the talk for me! (FEELINGS)

9

Giving positive feedback that's easy to receive
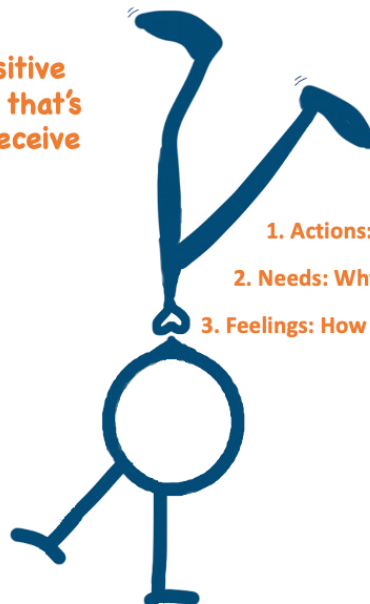
1. Actions: What you did
2. Needs: Why it was right for me
3. Feelings: How I felt

Observations
Feelings
Needs
Action request

10

Next step

- A final check-up
  - Favourite topic
  - Case study

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