

NonProfit Academy

2023

presented by CFNEG

USING YOUR LEADERSHIP VOICE

CRACKING THE
COMMUNICATION
CODE





CONNECTOR, CREATIVE, PIONEER, NURTURER, GUARDIAN

- ❖ 10+ years in education & not for profit sectors
- ❖ President & CEO of Long Table, LLC
- ❖ GiANT and MBTI certified consultant and executive coach
- ❖ Board of Directors (Gwinnett Chamber of Commerce, Georgia Municipal Association, Georgia Cities Solutions, ArtWorks Gwinnett)
- ❖ 3 term Suwanee City Council Member since 2014
- ❖ Served more than one hundred businesses since 2019, spanning for profit, nonprofit and government sectors
- ❖ Married to my high school sweetheart for 28 years. Four children, daughter-in-love and two grandsons!



LONG TABLE

HELPING PEOPLE USE LEADERSHIP LANGUAGE AND APPLY
RELEVANT TOOLS TO IMPROVE TEAM PERFORMANCE AND
CREATE HEALTHY CULTURES.

SCALABLE PEOPLE DEVELOPMENT



LEADERSHIP LANGUAGE

Objective, Common, Viral

+



VISUAL TOOLS

Simple, Practical, Scalable

+

100%

TRANSFORMATION

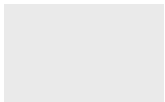
Personal Growth and
Team Performance

+

X

**INTENTIONAL
MULTIPLICATION**

Inform, Train, Coach,
Apprentice



A modern conference room with a long wooden table, red chairs, and large windows. The room has a high ceiling with exposed pipes and two black pendant lights hanging over the table. Sunlight streams in through the windows, casting shadows on the floor. The text "Everyone Speaks. Not Everyone is Heard." is overlaid on the image.

Everyone Speaks.
Not Everyone is Heard.

A modern conference room with a long wooden table and red chairs, viewed through large windows. The room has a high ceiling with exposed pipes and modern lighting. The text "What if every voice around our table was truly heard, valued, and appreciated?" is overlaid on the image.

What if every voice around our table was
truly heard, valued, and appreciated?

DISCOVER YOUR LEADERSHIP VOICE

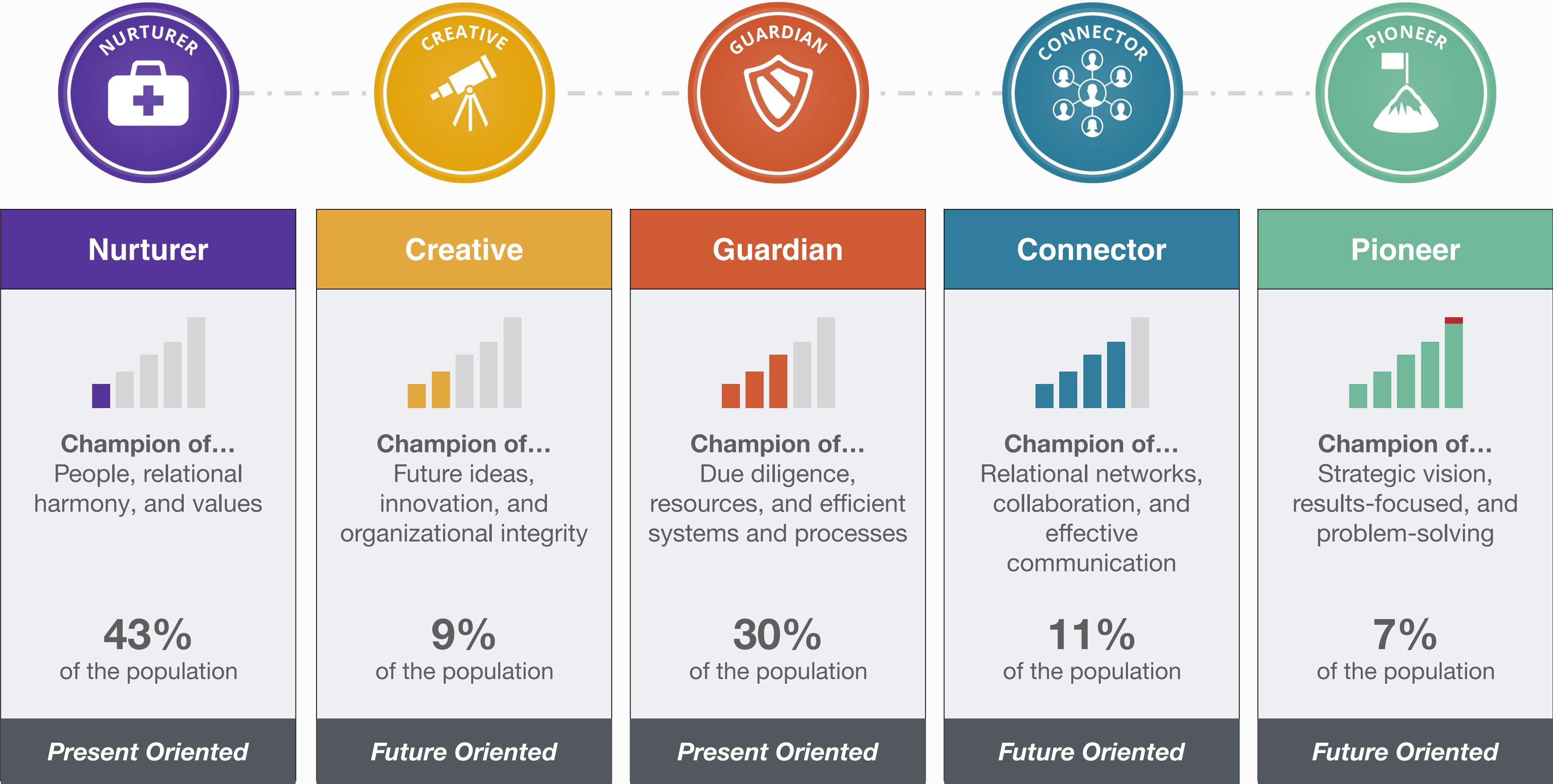


Discovering your **Leadership Voice** helps you to
Know Yourself so you can better **Lead Yourself**
and

It helps you to **understand, communicate** and
perform more effectively with everyone.



5 VOICES





CRACKING THE *COMMUNICATION* *CODE*



A vintage German Enigma machine is shown, featuring a keyboard with circular keys and a complex internal rotor assembly. A small label at the top reads "Nur Glühlampen mit 12 mm Durchmesser verwenden." (Only use incandescent lamps with 12 mm diameter). The machine is housed in a wooden case.

CRACKING THE *COMMUNICATION* *CODE*

What if we could give each other clues to decode the complexity of human communication?

Understanding Your Communication Tendencies Will Help You:

- Be more **understood, appreciated,** and **valued** for your ideas, thoughts, and communication.
- Lead yourself more effectively and **be more intentional** about using the right code in the right setting.
- **Become more aware** of how others perceive you and your communication.
- See which codes you often **leave out** of your communication and how that impacts others.
- Use these Codes to help **clarify intent** and desired type of feedback for both parties in a conversation.



TELL YOUR NEIGHBOR

Thinking about your communication, which of these benefits would add the most value in your world right now? Why?

Communication is a two-way process



Bad Communication is transmission with **missed** reception



FOUNDATIONAL TRUTH

Unmet expectations in communication lead to long-term disappointment, resentment and ultimately settling for a new normal in any relationship.







**Without the correct code
effective communication will
not happen!**

COMMUNICATION CODE



Critique



Collaborate



Clarify



Care



Celebrate



Critique

INVITATION: I NEED YOU TO CRITIQUE MY WORK

This means:

- Ask me the difficult questions.
- Do your due diligence.
- Tell me why it won't work.

"I'm inviting you to critique my work; I want you to ask the difficult questions! Do your due diligence - I need to know: why isn't this going to work?"



Critique

GIVING:

*“LET ME ASK MY QUESTIONS AND POINT OUT
POTENTIAL FLAWS OR ISSUES.
I LOVE ISSUE / RISK SPOTTING. I WANT TO
MAKE IT BETTER.”*



INVITATION: SHAPE THIS WITH ME

This means:

- Share your wisdom.
- Let's build on this together.
- Help me get the best outcome.

"I'm inviting you to help shape this with me. I really want your wisdom and expertise to help make sure we get the best possible outcome."



GIVING:

*“LET’S WORK TOGETHER.
IF WE SHARE OUR RESOURCES, IDEAS AND
WORK, WE CAN DO ANYTHING!”*



INVITATION: CHECK THAT YOU UNDERSTAND

This means:

- Ask great questions.
- Have patience as I explain.
- Confirm what you've heard.

"I know I have something important to share; would you take the time to ask great questions so I can get it out? Please know that what I say first won't be where we end up so be patient!"



GIVING:

*"LET ME TRY TO UNDERSTAND YOU.
I WILL BE PATIENT AND INTENTIONAL WITH MY
BODY LANGUAGE AND MY QUESTIONS TO
ENSURE WE ARE ON THE SAME PAGE."*



INVITATION: CREATE A SAFE SPACE

This means:

- Be present and listen.
- Don't try to solve me.
- Don't judge me on what I say.

"I'm struggling right now - I just need a safe space to process out loud and share my frustrations. I don't need you to solve anything I say right now, I just need to know you're prepared to be truly present with me."



GIVING:

*“YOU MATTER TO ME.
I WILL CREATE SPACE, BE PRESENT AND BRING
SUPPORT WITHOUT TRYING TO SOLVE YOU.”*



INVITATION: CELEBRATE SUCCESS WITH ME

This means:

- Enjoy the moment.
- Recognize what has been achieved.
- Don't rush on too fast.

"I'm so encouraged, I'd love you to celebrate this success with me! Let's make sure we truly enjoy this moment and not move on too quickly."




GIVING:

*“LET’S HONOR THIS MOMENT.
THE WORK, THE IDEA, THE PEOPLE ARE WORTH
CELEBRATING! CHEERS!”*

COMMUNICATION CODE






CRITIQUE

“Critique my work”


Ask the difficult questions
Tell me why it won’t work



COLLABORATE

“Shape this with me”


Build on it together
Help me get the best outcome



CLARIFY

“Check that you understand”


Have patience as I explain
Confirm what you’ve heard



CARE

“Create a safe space”

Don’t try and solve me
Be present and listen to me



CELEBRATE

“Celebrate success with me”

Enjoy the moment
Recognize what’s been achieved



**What if we asked for or
shared the cypher that could
unlock our communication?**

Platinum

The ~~Golden~~ Rule:

Do unto others as ~~they~~
~~you~~
would want done to ~~them~~
~~you~~

5 Voices



Nurturer



Champion of...
People, relational harmony
and values

43%
of the population

Creative



Champion of...
Future ideas, innovation
and organizational integrity

9%
of the population

Guardian



Champion of...
Due diligence, resources,
and efficient systems and
processes

30%
of the population

Connector



Champion of... Relational
networks, collaboration, and
effective communication

11%
of the population

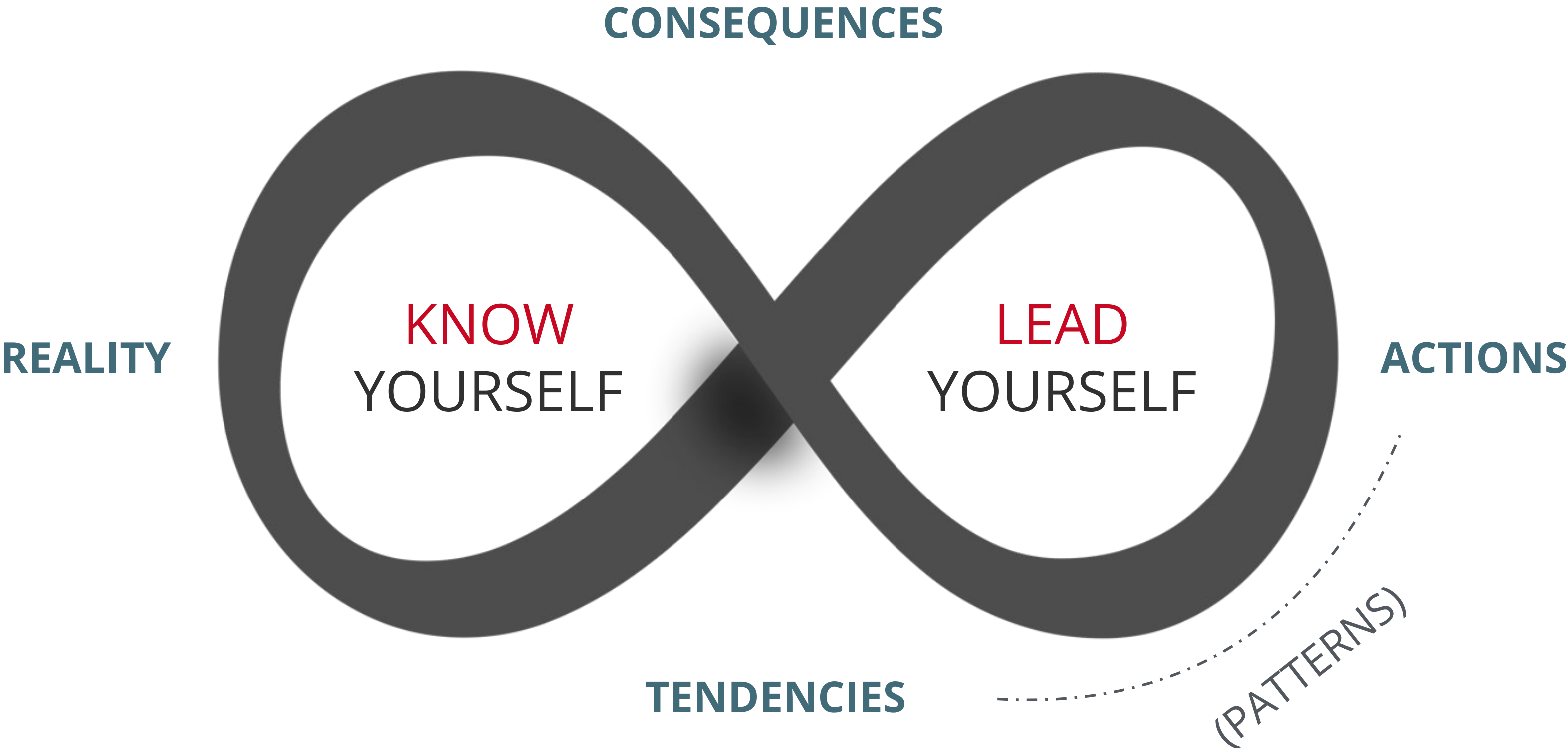
Pioneer



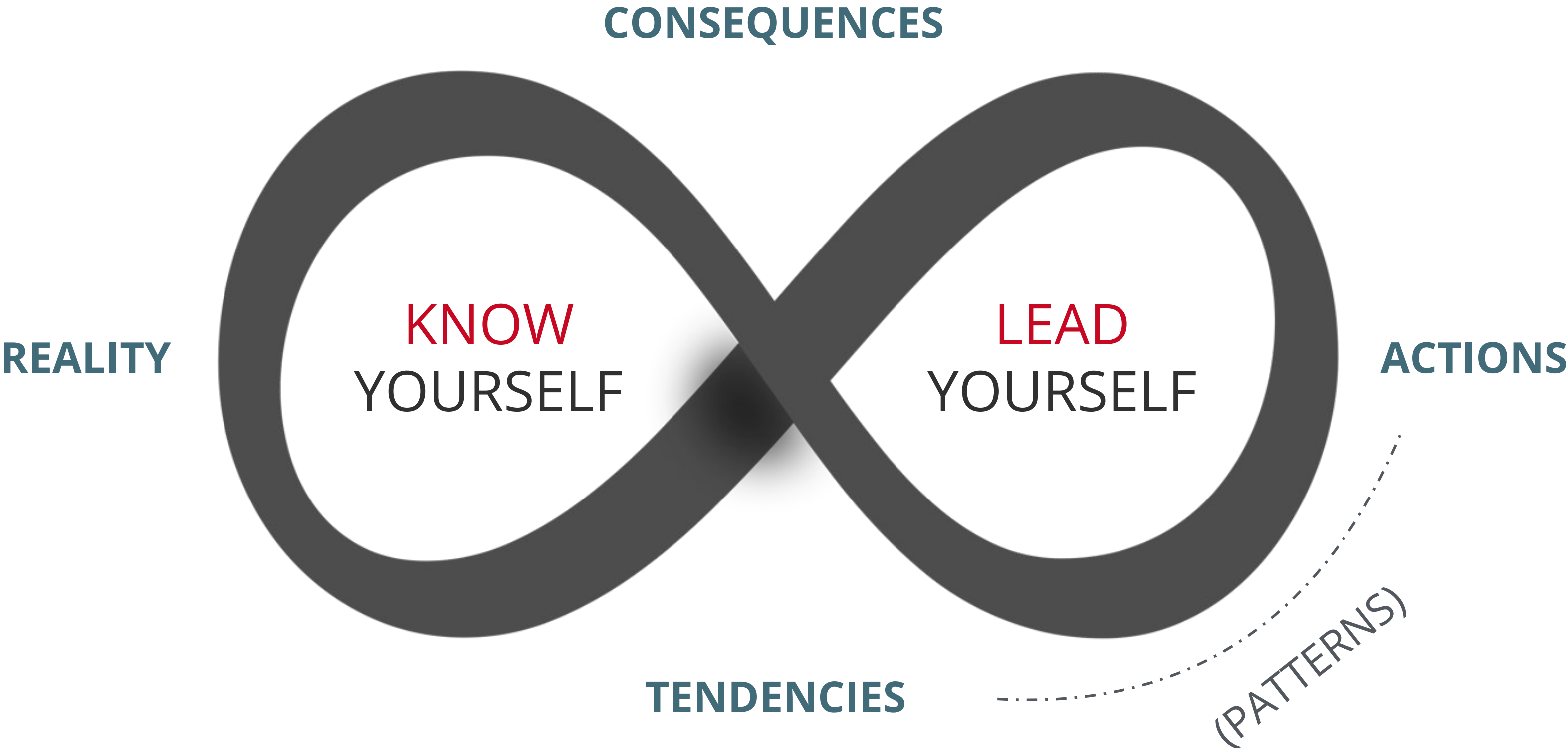
Champion of...
Strategic vision, results-
focused, and problem-
solving

7%
of the population

KNOW YOURSELF TO LEAD YOURSELF



KNOW YOURSELF TO LEAD YOURSELF



WE ALL HAVE DEFAULT COMMUNICATION CODES



Critique



Collaborate



Clarify



Care



Celebrate

WE ALL HAVE DEFAULT COMMUNICATION CODES



Critique



Collaborate



Clarify



Care



Celebrate

RANK YOUR DEFAULT COMMUNICATION CODES (1-5)



Critique



Collaborate



Clarify



Care



Celebrate



TELL YOUR NEIGHBOR

What are your two default **communication codes**?



Critique



Collaborate



Clarify



Care



Celebrate

WE ALL HAVE DEFAULT COMMUNICATION CODES



Critique



Collaborate



Clarify



Care



Celebrate

For 50% CRITIQUE is one of their top default codes



TELL YOUR NEIGHBOR

What **communication code** do you most want to receive?



Critique



Collaborate



Clarify



Care



Celebrate

WE ALL HAVE DEFAULT COMMUNICATION CODES



Critique



Collaborate



Clarify



Care



Celebrate


For MOST of us, CLARIFY is what we want (to be understood)

CRACKING THE COMMUNICATION CODE / **FUNDAMENTALS**

- If people aren't experiencing you as a **Liberator** effective communication is almost impossible.
- If you don't provide the **Communication Code** you have a 20% chance of a positive outcome.
- **Perception is reality** when it comes to communication. Good intent doesn't matter if it's not heard on the other side of me.
- **Active Listening** is an essential part of cracking the Communication Code **"Seek to understand before seeking to be understood."**

COMMUNICATION CODE






CRITIQUE

“Critique my work”


Ask the difficult questions
Tell me why it won’t work



COLLABORATE

“Shape this with me”


Build on it together
Help me get the best outcome



CLARIFY

“Check that you understand”


Have patience as I explain
Confirm what you’ve heard



CARE

“Create a safe space”

Don’t try and solve me
Be present and listen to me



CELEBRATE

“Celebrate success with me”

Enjoy the moment
Recognize what’s been achieved



Give feedback to Linnea

1. Scan this QR code



or go to talk.ac/linneamiller

2. Enter this code on the screen

FREEBIES

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FREE STUFF

GIANT

5 Voices Assessment

Assessment

Included with Pro



What you'll learn

- Understanding your Voice can help you better understand yourself and your own strengths, weaknesses, preferences, and values.
- Make better decisions about your career, education, and relationships.
- Communicate more effectively with others and build stronger relationships.
- Overcome challenges and difficulties, and find ways to cope with stress and difficult situations.
- Develop a better understanding of other people and their personalities, and improve your ability to interact and work with others.

Assessment details

80 questions

15 minutes

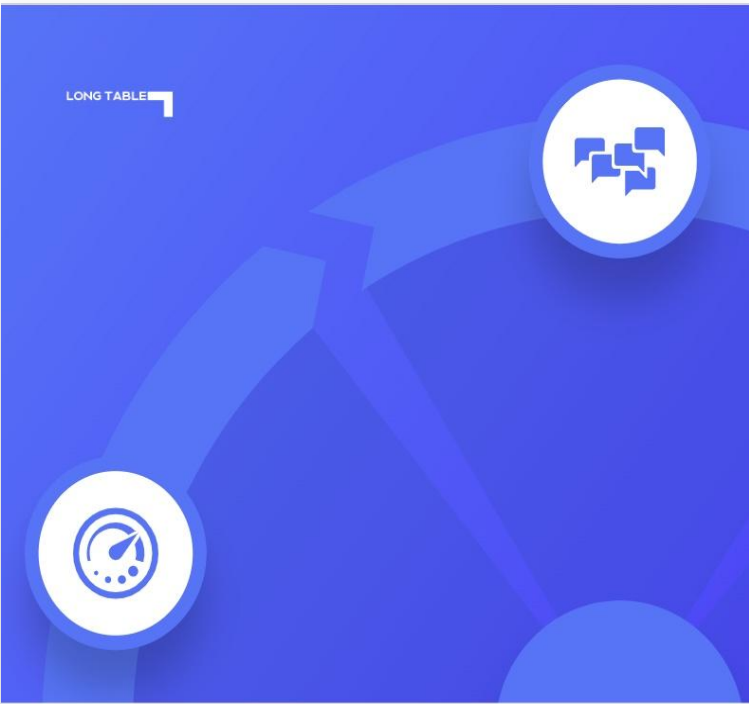
Discover your leadership voice

View Results

Last Taken: Jun 23, 2022

5 VOICES ASSESSMENT

LONG TABLE



Leadership Audit for CLIENT

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longtableconsulting.com


LEADERSHIP AUDIT

GIANT

Altitude Training

Online course

Included with Pro



What you'll learn

- Deepen your self-awareness. We'll help you tap into what drives you and gives you the energy you need to bring your best every day while maintaining a healthy work-life balance.
- Discover your Leadership Voice. Learning to make the most of your strengths and how it benefits the team is crucial to maximizing your influence and productivity.
- Lead with confidence and clarity. The Altitude process will equip you with the tools and practice you need to build your confidence and lead effectively no matter if you're new in your role or you've been around a while and need a new spark.
- Leverage proven leadership tools. Used by Fortune 500 companies around the world, learn a new tool in 30 minutes or less every week that addresses a different key leadership challenge so that you're prepared and ready to take on anything that comes your way.
- Resolve issues as they arise. Problem-solving and conflict resolution are crucial skills for any leader because drama, gossip, and misalignment can destroy a team.

Course details

51 sessions

7h 57m on-demand video


CEU Approved

Get started

Download certificate

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BETA LEADERSHIP PROGRAM



SLIDES

LONG TABLE

Discover Your Leadership Voice






CFNEG Nonprofit Academy: Session 1

Discover Your Leadership Voice

Your Leadership Voice is your default pattern of thinking and communicating. It considers the way you process information and make decisions, which are related to your natural tendencies, preferences, strengths and challenges. Discovering your Leadership Voice helps you to Know Yourself so you can better Lead Yourself and it helps you to understand, communicate and perform more effectively with everyone.

The 5 Voices & Your Leadership

Nature, Nurture and Choice all play a part in forming our leadership Voice. Each Voice has strengths and weaknesses. Consider your own Voice. What connects most with you? Why? Are you using your strengths? Are you aware of what to watch out for? Are you using the power of your Voice to add value to your team?

Nurturer	Creative	Guardian	Connector	Pioneer
 Champion of... People, relational harmony, and values	 Champion of... Future ideas, innovation, and organizational integrity	 Champion of... Due diligence, resources, and efficient systems and processes	 Champion of... Relational networks, collaboration, and effective communication	 Champion of... Strategic vision, results focused, and problem-solving
43% of the population	9% of the population	30% of the population	11% of the population	7% of the population
Present Oriented	Future Oriented	Present Oriented	Future Oriented	Future Oriented

Using The 5 Voices on Your Team

Everybody Speaks. Not everyone is heard. High performing teams value the contributions of EVERY Voice. Consider the Voices on your team. Now think about what each Voice is a champion of. Do you value the contributions of every Voice? Do you know how to get the best out of each member on your team by leveraging their strengths?

WORKBOOKS

LONG TABLE

Using Your Leadership Voice

CFNEG Nonprofit Academy: Session 2

The Communication Code


Using these Codes will help make sure you always send and receive the right message in your key relationships and communications.

Key Points

Understanding your Communication tendencies will help you:

- Become more aware of how others perceive you and your communication.
- Lead yourself more effectively and be more intentional about using the right code in the right setting.
- Be more understood, appreciated, and valued for your ideas, thoughts, and communication.
- See which codes you often leave out of your communication and how that impacts others.
- Use these Codes to help clarify intent and desired type of feedback for both parties in a conversation.
- Set the context and clear expectations for meetings as well.

COMMUNICATION CODE



GIANT

Personal Reflection

Would the people on your team say that your communication style is more optimistic (i.e. encouraging, celebratory, and open to possibilities) or pessimistic (i.e. critical, analytical, and inflexible)? What are your default communication codes?

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Give feedback to Linnea

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FREEBIES

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CRACKING THE COMMUNICATION CODE / REBOOT



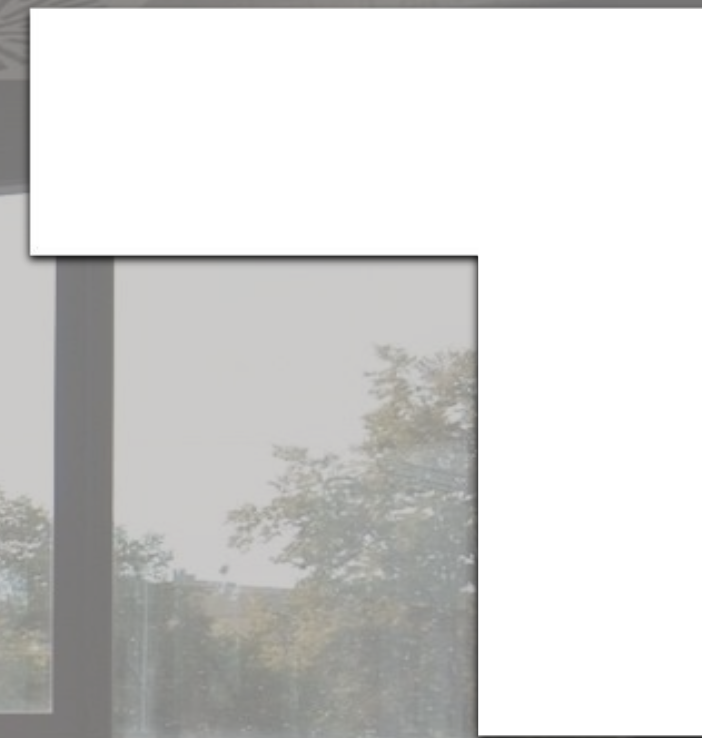
Communication Reboot

If someone uses the wrong Communication Code or isn't truly listening then **believe the best** and start the process again.

Understanding Your Communication Tendencies Will Help You:

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LONG TABLE



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HOW CAN YOU USE COMMUNICATION CODES IN A TEAM MEETING? WHAT BENEFIT WOULD THAT BRING?



Critique



Collaborate



Clarify



Care



Celebrate

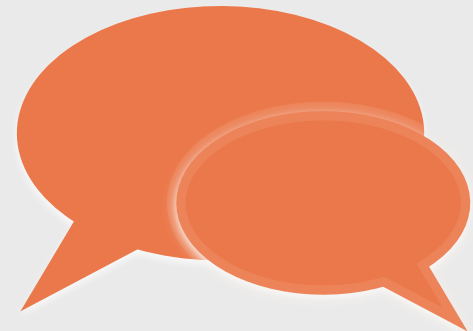
TEAM MEETING AGENDA - EXAMPLE



CARE - Create a safe workplace and environment for **ALL Voices** to be heard, valued and understood.



CLARIFY - Get ideas and thoughts on the table. Seek to understand before being 'understood'.



COLLABORATE - Build on the ideas together. Who is going to do what?



CRITIQUE - Simplify the idea by removing anything that won't work or is unnecessary.



CELEBRATE - The completed project plan.