# 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!

Community FOUNDATION for Northeast Georgia
Junior Achievement
MOSAIC GEORGIA
Gwinnett Chamber
LAWRENCEVILLE GEORGIA
PARTNERSHIP GWINNETT
Gwinnett Coalition
ATHENS GA CREATURE COMFORTS Brewing Co.
GAS SOUTH DISTRICT
MIGHTY 8th media
THE HOME DEPOT
GUIDE Inc.

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

GiANT

© Pub House

Everyone Speaks.
Not Everyone is Heard.
LONG TABLE

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

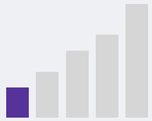
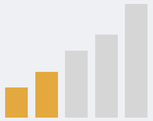
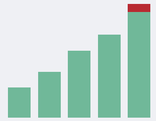
# DISCOVER YOUR
# LEADERSHIP VOICE

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

*and*

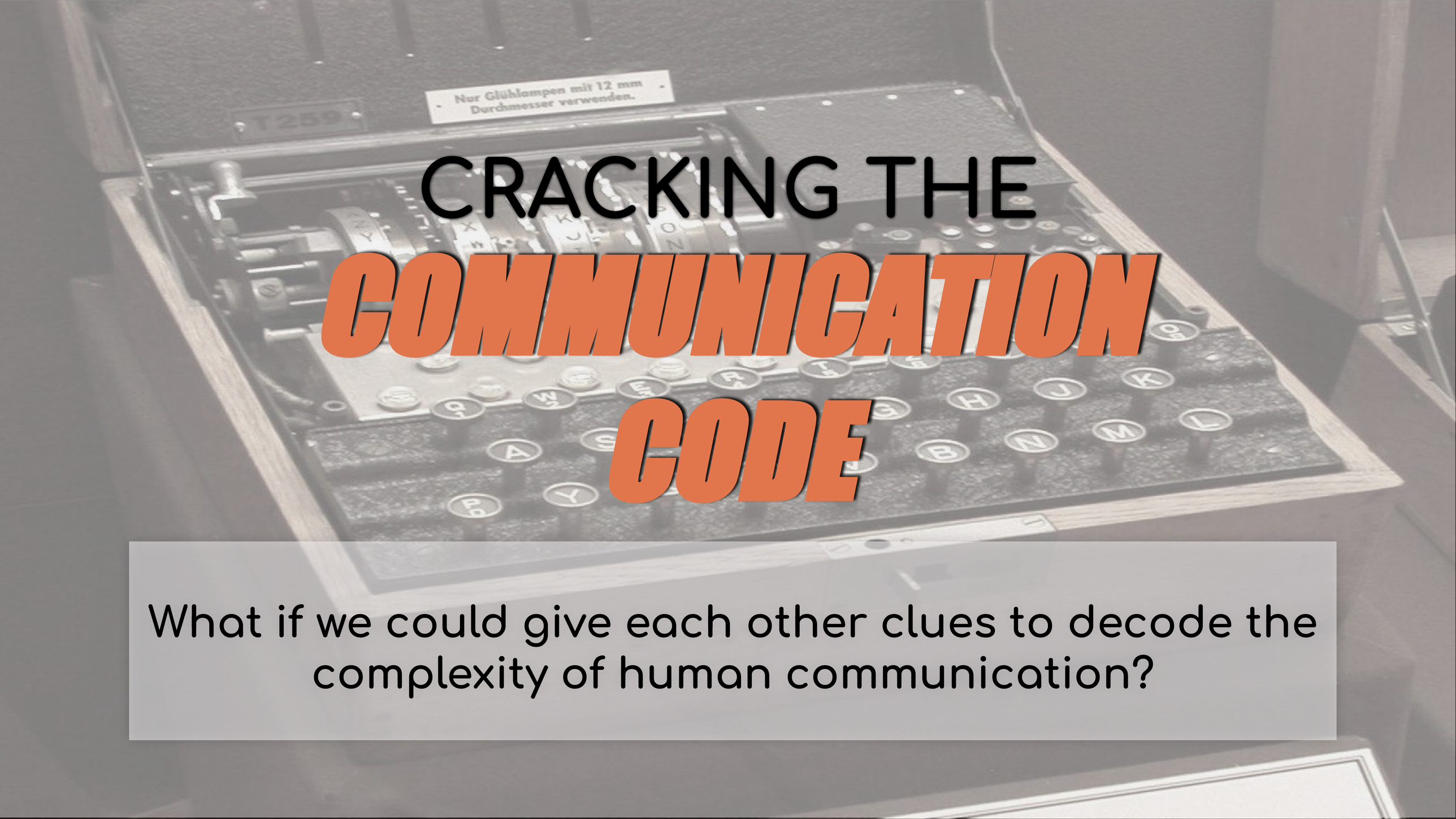
It helps you to understand, communicate and perform more effectively with everyone.

# 5 VOICES

| 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*** |

LONG TABLE

# CRACKING THE COMMUNICATION CODE




# 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?

LONG TABLE

# Communication is a two-way process

Transmitting

Receiving

# Bad Communication is transmission with **missed** reception

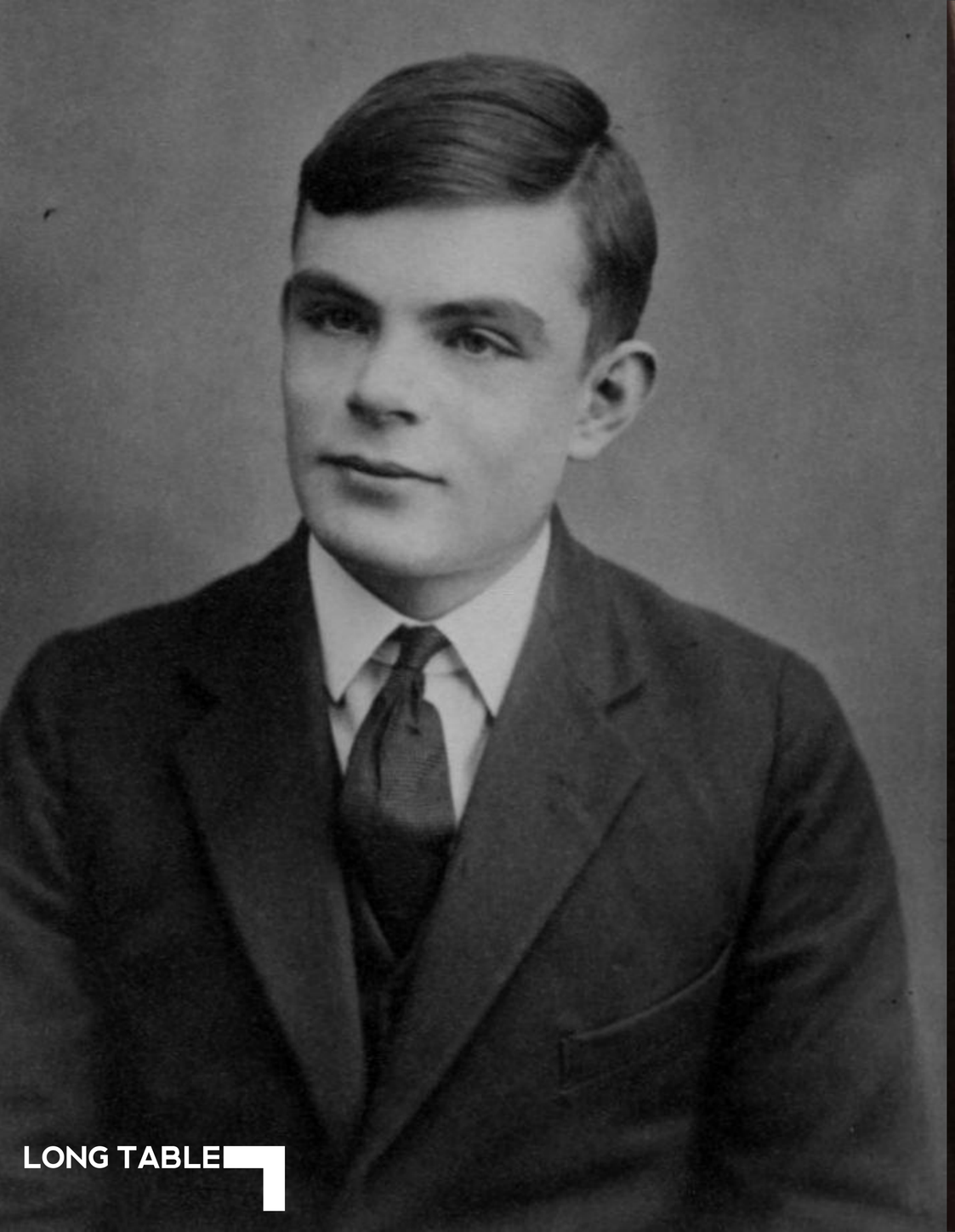
Transmitting

Receiving

## FOUNDATIONAL TRUTH

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

ERNIE BALL



LONG TABLE

# 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.”*

# Collaborate

## 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.”*

# Collaborate

## GIVING:

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

# Clarify

## 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!"*

# Clarify

## 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.”*

# Care

## 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.”*

# Care

## GIVING:

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

# Celebrate

## 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.”*

# Celebrate

## 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

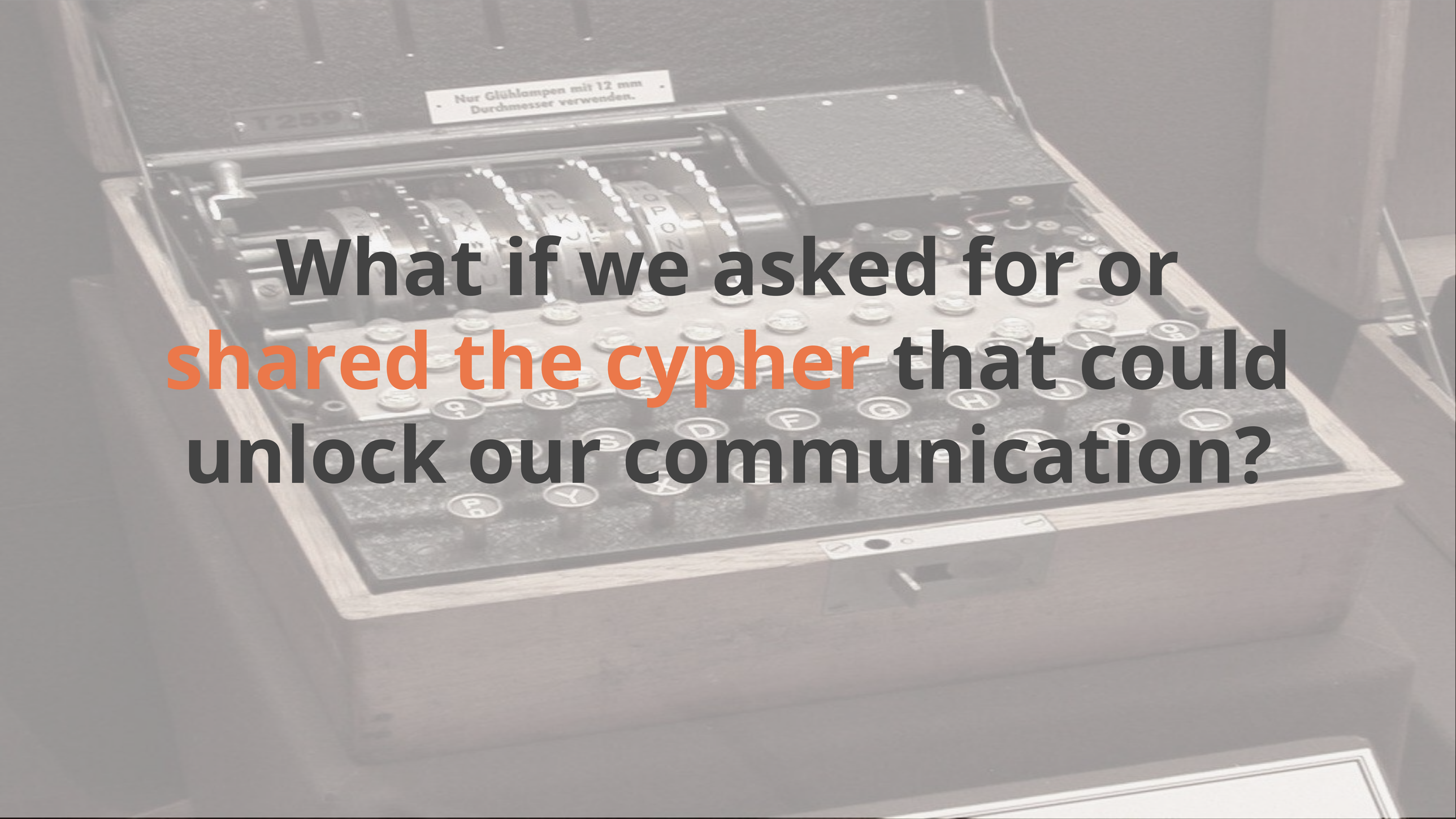
Be present and listen to me

## 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 ~~you~~ they would want done to ~~you~~ them

LONG TABLE

# 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

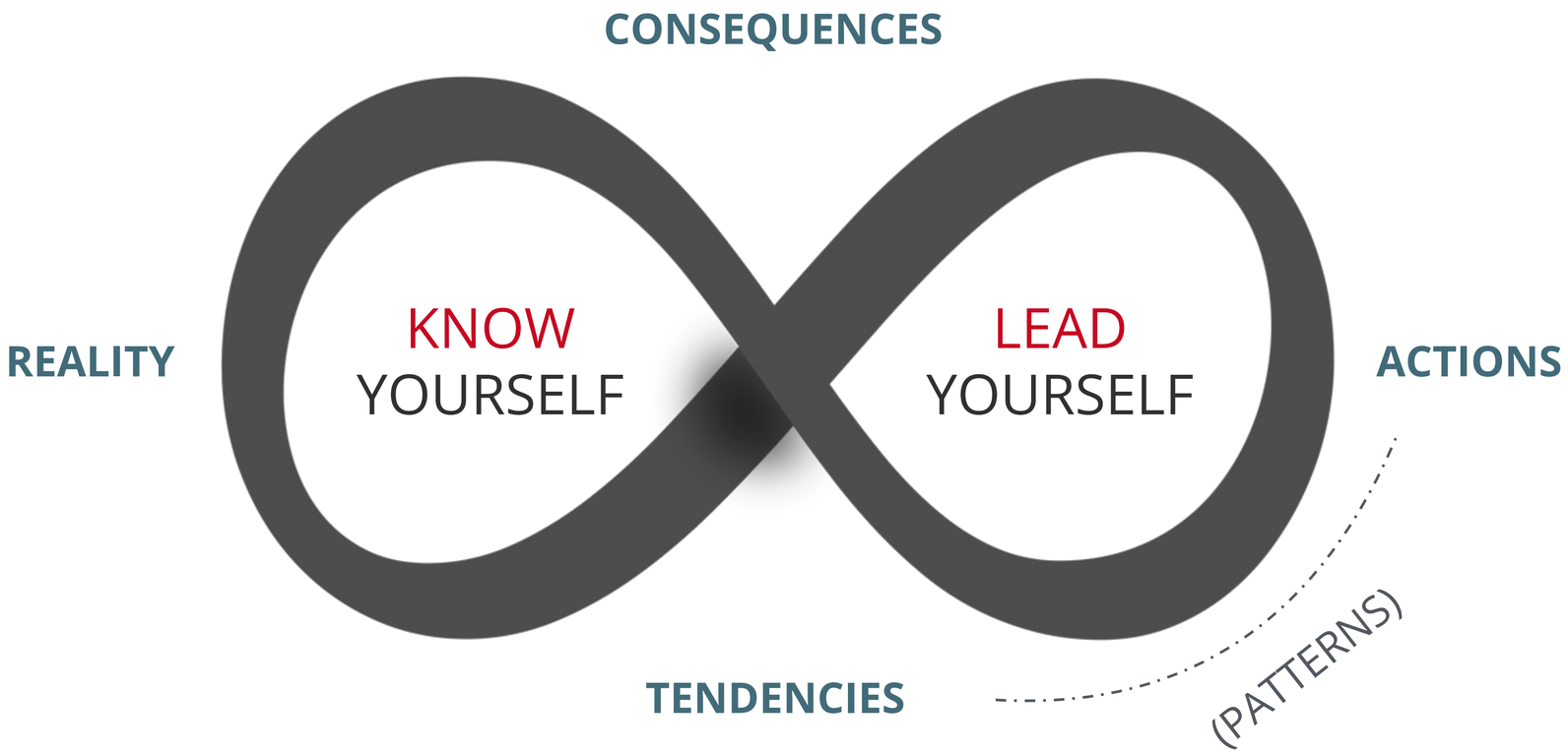
**11%**
of the population

## Pioneer

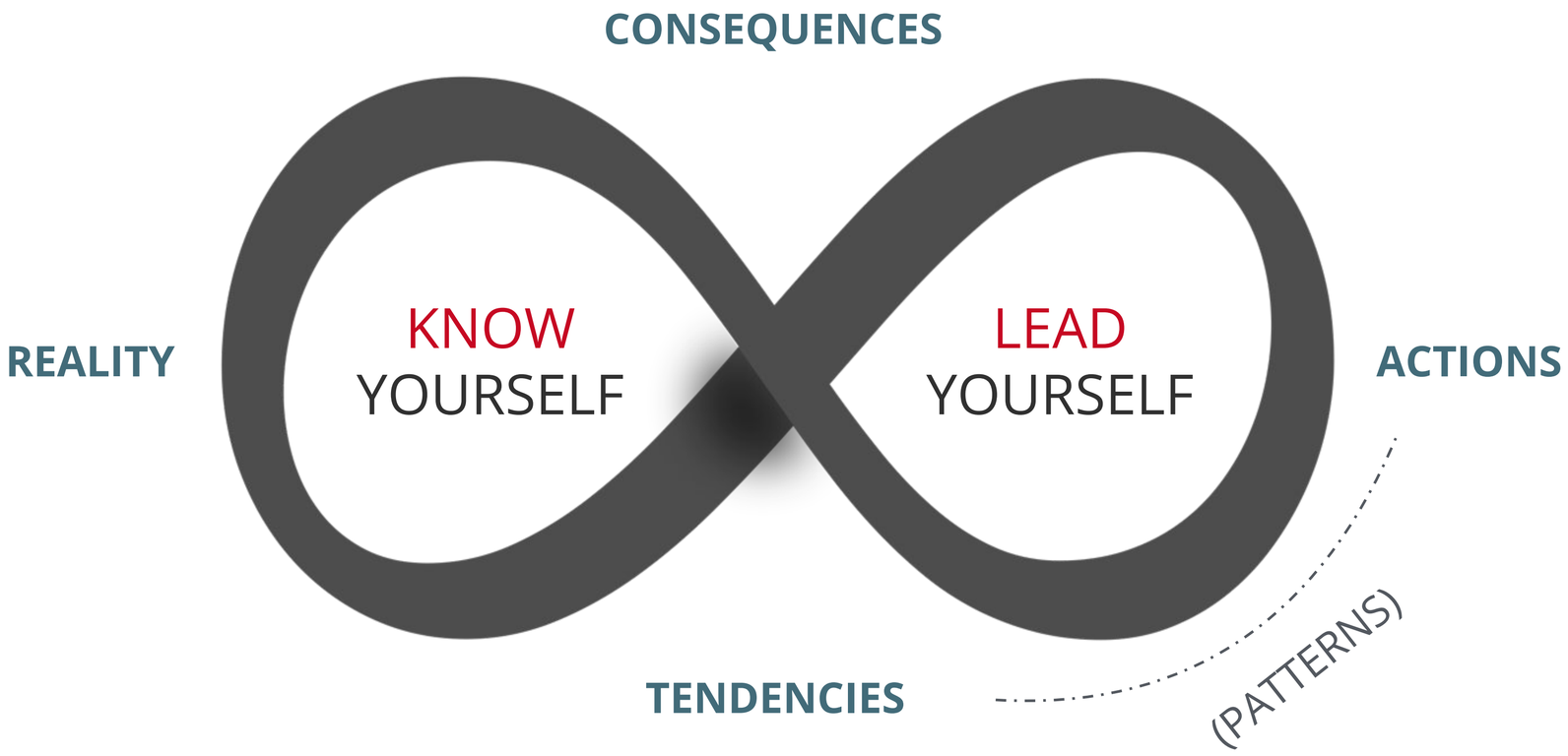
**Champion of…**
Strategic vision, results-focused, and problem-solving

**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

LONG TABLE

# 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

LONG TABLE

# 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

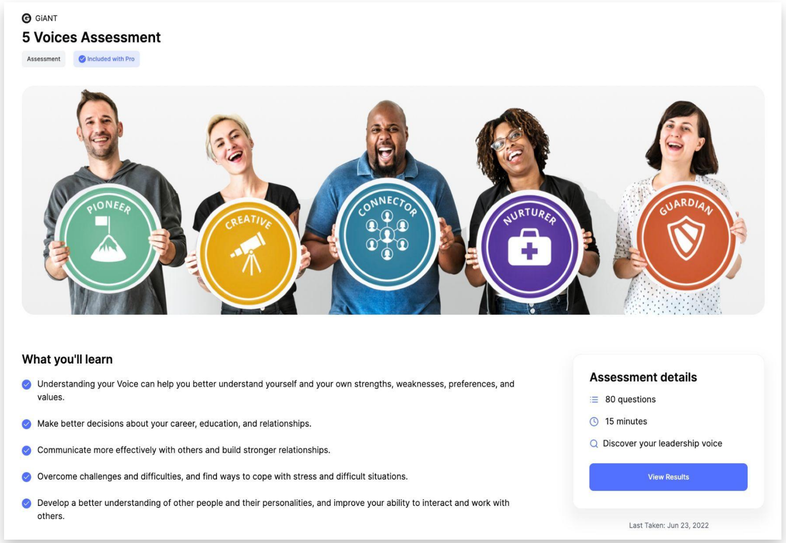
## 2. Enter this code on the screen

FREEBIES

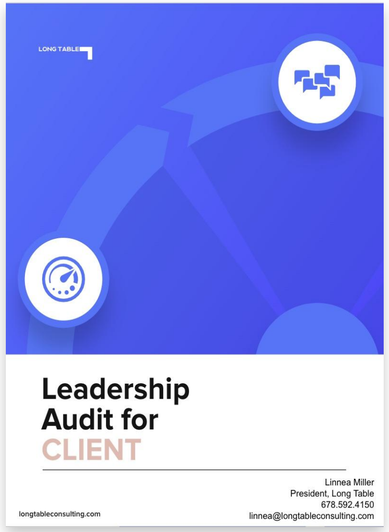
Powered By talkadot

LONG TABLE

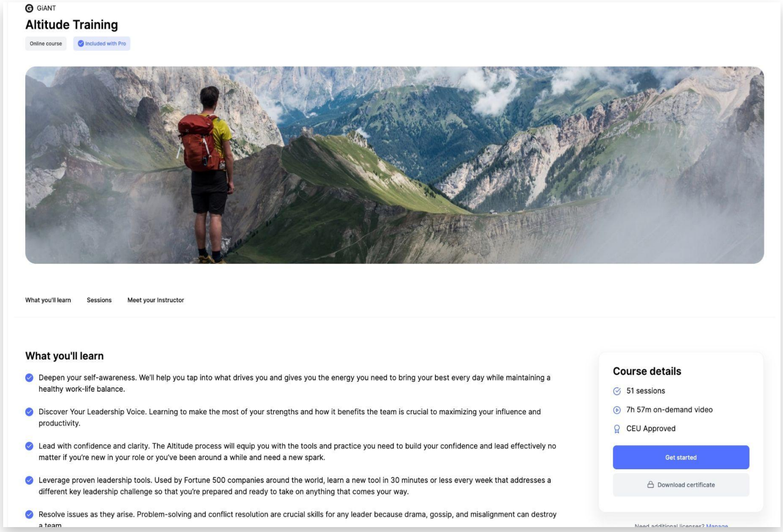
# FREE STUFF




## 5 VOICES ASSESSMENT

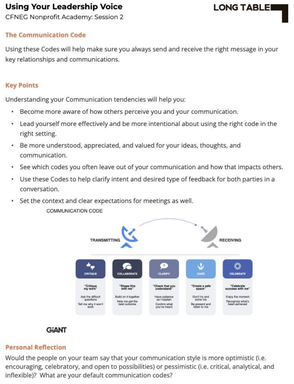



## LEADERSHIP AUDIT




## BETA LEADERSHIP PROGRAM

## SLIDES




## WORKBOOKS

LONG TABLE

# Give feedback to Linnea

## 1. Scan this QR code

or go to talk.ac/linneamiller

## 2. Enter this code on the screen

FREEBIES

Powered By talkadot

LONG TABLE

## 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:

- 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.

# LONG TABLE

linnea@longtableconsulting
longtableconsulting.com
678-592-4150

# 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.**