



HR Leading People
Leading Organizations
Making Alabama Stronger

and



Lovoy's Team Works, Inc.

Sharon W. Lovoy, SPHR

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**Introduction to
INFLUENCER: THE POWER TO CHANGE ANYTHING**

Name of Participant: _____



Lovoy's Team Works, Inc.
Sharon W. Lovoy, SPHR

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Sharon W. Lovoy, SPHR, owner and president of Lovoy's Team Works, Inc

- Provides training in the following areas: Leadership, Team Building, Time Management, Mediation and Executive Coaching.
- Has over 26 years experience in Human Resources Management and Development.
- Holds a Senior Human Resource Professional Certification.
- Authored a chapter in a book for ASTD, **Building a Successful Consulting Practice**, entitled: "*You are Known by the Company You Keep*," 2004, Third Printing.
- Is a member of the *Management Certificate* and *Master Management Certificate* faculties at the University of Alabama; won the 2002-2003 Award for Teaching Excellence.

Holds professional instructor qualifications for:

- ◆ **Crucial Conversations: Tools for Talking When the Stakes are High** from *VitalSmarts™*
- ◆ **Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behavior** from *VitalSmarts™*
- ◆ **Influencer: The Power to Change Anything** from *VitalSmarts™*
- ◆ **Mediation** from *Harvard Law School Program of Instruction for Lawyers, CDR (Boulder), Mediation Training International*
- ◆ **Emotional Intelligence**
- ◆ **Myers-Briggs Type Indicator®**
- ◆ **Corporate Coaching Clinic®** from *Corporate Coach U*
- ◆ **Franklin Time Management®** and **What Matters Most®** from *Franklin Covey Company*

Including the client organization with which she is working today, has conducted training for over 250 clients such as:

- | | |
|---------------------------------------------------------------------------------------------------------|------------------------------------------|
| ▲ ACIPCO | ▲ Hunt Refining |
| ▲ ADTRAN | ▲ ISE Innomotive Systems U.S. |
| ▲ Afflink | ▲ Mercedes-Benz, USI |
| ▲ Alabama Architectural Foundation | ▲ Mobile Area Water and Sewer |
| ▲ Alabama Hospital Association | ▲ NABIUSA |
| ▲ Alabama State University | ▲ Robertson Bank Demopolis |
| ▲ Alacare Home Health and Hospice | ▲ Royal Cup Coffee |
| ▲ Alys Stephens Center (Performing Arts) | ▲ SENTAR |
| ▲ Attorney General's Office | ▲ Southern Progress |
| ▲ Auburn University, Montgomery | ▲ The Southern Company |
| ▲ BAE Systems International | ▲ The University of Alabama |
| ▲ Bradley Arant Boult Cummings, LLP | ▲ Tuscaloosa County |
| ▲ Cities of Decatur, Fayette, Foley, Hoover, Madison, Mobile, Montgomery, Mountain Brook and Tuscaloosa | ▲ UAB Health Systems |
| ▲ Emergency One International, Canada and U.S. | ▲ Vetter Stone, Minnesota, Alabama |
| | ▲ Virginia College, Mississippi, Alabama |

Strategy: Use Influencer™ Tool

Start driving the future instead of it driving you!

	Motivation	Ability
Personal	1 Make the Undesirable Desirable	2 Surpass Your Limits
Social	3 Harness Peer Pressure	4 Find Strength in Numbers
Structural	5 Design Rewards and Demand Accountability	6 Change the Environment

Source 1: Pages 83-110 of *Influencer* book

Source 2: Pages 111-136 of *Influencer* book

Source 3: Pages 137-169 of *Influencer* book

Source 4: Pages 167-191 of *Influencer* book

Source 5: Pages 197-222 of *Influencer* book

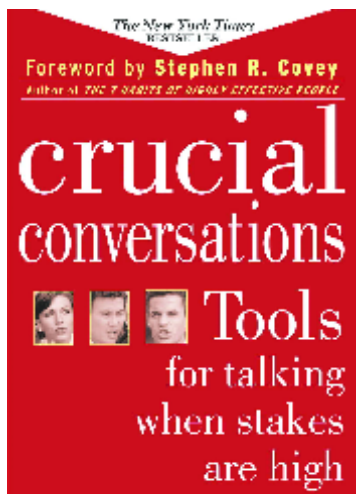
Source 6: Pages 219-251 of *Influencer* book



NOTES TO SELF

Crucial Conversations®: Tools for Talking When the Stakes Are High

VitalSmarts™



KERRY PATTERSON, JOSEPH GRENNY, RON McMILLAN, JIM SWITZLER

Who has done this training?

- ▲ ACIPCO
- ▲ ADTRAN
- ▲ Alabama Dept of Finance
- ▲ Alabama Dept of Rehab Services
- ▲ Alacare Home Health and Hospice
- ▲ Alabama Quality Assurance Foundation
- ▲ Birmingham Airport Authority
- ▲ Capstone Group UA, College of Continuing Studies
- ▲ City of Foley, Alabama
- ▲ Cooperative Home Health, St. Louis, MO
- ▲ Energen Corporation
- ▲ Harley Davidson
- ▲ Health Magazine, NY, NY
- ▲ Hunt Refining Company
- ▲ McKee Foods (Little Debbie)
- ▲ Southern Progress
- ▲ Synovus Bank and T-Sys
- ▲ Tuscaloosa County, Office of License Comm.
- ▲ UAB Health Systems
- ▲ Virginia College
- ▲ Westervelt Corporation

A key finding of *Crucial Conversations* research is that all teams, organizations and families have problems. The difference between the good and the great is how rapidly and respectfully problems are resolved.

“Crucial Conversations: Tools for Talking When Stakes are High” training provides the skills for open dialogue, trust and avoidance of intended or unintended secrecy. *Crucial Conversations*® is a proven cure for communication problems. How we speak up and listen during *crucial conversations* makes all the difference.

Dialogue is a high leverage communication skill. The word dialogue is rooted in Greek, “to inquire.” This is “one of kind” training that is in the vanguard of the corporate movement toward better executive and managerial communication roles.

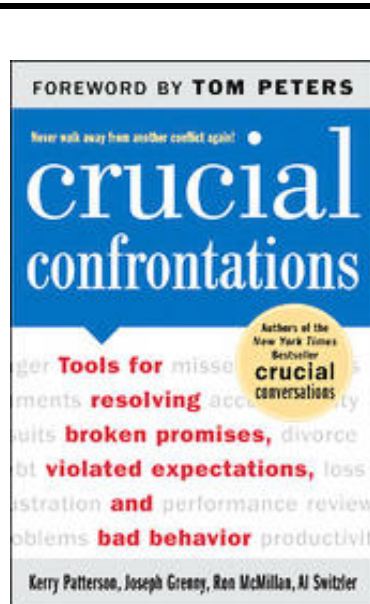
People skilled at dialogue:

- Perceive problems quickly.
- Speak with candor.
- Listen with comprehension.
- Maintain respect.
- Improve decision-making, resulting in better outcomes.

Just about every day, you have an interaction with someone that will have a long-term impact on your success. Whether you’re working through a tough issue with a major customer or having a sensitive interaction with a team member, if you don’t succeed in these *Crucial Conversations*®, you won’t get the results you need to become the “best of the best.”

DOES THIS TRAINING WORK? Dain Hancock, President of the **Aeronautics Company for Lockheed Martin Corporation** said: “Not only have we been able to create measurable changes in behavior, we also know that these improvements in ‘critical behaviors’ are fundamental to our effectiveness as a business. We now have hard evidence that these changed behaviors help drive our productivity, costs and quality. These skills...enabled us to win the largest contract in our industry’s history.”

The workshops are designed to develop the skills of all levels of management from the executive level to supervisors who work directly with employees. *Crucial Conversations* training is ideal for individuals who manage people or processes as well as those who have supervisory or cross-functional management responsibilities.



Who has done this cutting edge training?

- ▲ ADTRAN
- ▲ Alacare Home Health and Hospice

Crucial Confrontations: Tools for Talking About Broken Promises, Violated Expectations and Bad Behavior™

Whether you are preventing problems or managing a crisis, move to the next level with this revolutionary yet simple approach..

Saving money in this economy saves jobs. Loss due to accidents in the workplace is costing billions of dollars annually, just in the U.S. Most accidents occur because someone is behaving in an unsafe manner and supervisors, unknowingly, allow them and to do so.

Those who are not effective at dealing with confrontations, avoid them, giving tacit approval for bad behavior, or deal with it too forcefully, creating anger, frustration and the desire to get even.

Based on two decades of research with thousands of individuals, in different industries around the world, combining highly interactive teaching and the examination of case studies, this course teaches participants how to control the workplace and reduce safety incidents *dramatically*.

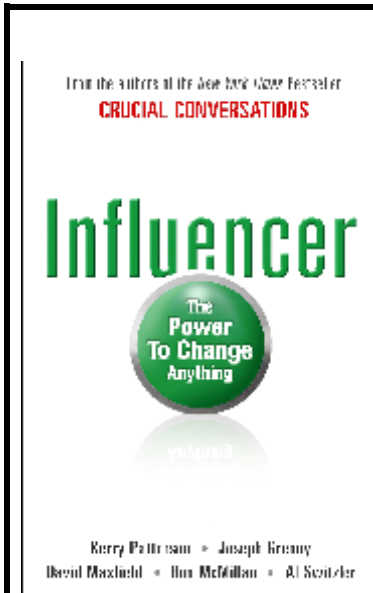
Crucial confrontations don't have to be awkward, or explosive. They can improve vital organizational outcomes such as quality, productivity and morale. Crucial Confrontations Training equips participants with a straightforward step-by-step process for identifying and resolving performance gaps.

If your workplace motto is, "This is the best we can do," where broken promises, rules violations and missed deadlines are the norm, it's time to incite rapid change and experience real results. Learn to:

- Deal with violated expectations early *before* they escalate into entrenched and chronic problems.
- Discuss disappointments without encountering defensiveness, resentment or even sabotage.
- Eliminate resistance by employing natural and enduring motivators.
- Hold everyone accountable to the same standards.
- Discuss challenges in a way that yields creative and eagerly *supported* solutions.

Crucial confrontations are "face-to-face accountability discussions." The fear of holding these confrontations can be attributed to power differentials, politics, past experience, and a lack of skill. People simply don't know what to say or how to say it. Consequently, bad behavior remains unchecked and organizations endure devastating and *costly* repercussions.

Another skill addressed in Crucial Confrontations is how to hold the *right* conversation. You're having the wrong conversation if you find yourself shouting and your level of frustration is out of proportion to the issue. Crucial Confrontations training will teach you how to address content, pattern and relationship, the heart of progressive discipline. Learn a straightforward step-by-step process to resolve performance gaps, enhance accountability and ensure execution. *Whether you are preventing problems or managing a crisis, move forward with this revolutionary yet simple approach. Learn how to step up to and master Crucial Confrontations and everything gets better.*



Who has done this brand new training?

- ▲ SENTAR
- ▲ ADTRAN
- ▲ THE UNIVERSITY OF ALABAMA
- ▲ CITY OF MONTGOMERY

Influencer: The Power to Change Anything® VitalSmarts™

Influencer® training is the latest, cutting edge training. It provides proven strategies for successfully uprooting entrenched habits, driving sustained improvement and executing change initiatives.

The economic news is bad and getting worse but we are charged with keeping our companies profitable in perilous times. We read about job layoffs every single day. How do we turn the tide? How do we fight the tsunami? We have to get out in front of the change and **DESIGN** the future rather than being held hostage by being reactive when we need to be proactive. We have to take our rightful places as Influencers, **leaders who can instigate change.**

Unfortunately, few of us can articulate a model of what it takes to do so. For the first time, ***Influencer The Power to Change Anything***® training brings together the breakthrough strategies of modern-day influence masters. This is not about verbal persuasion or slick negotiation skills. Influencer creates a coherent and portable model for changing behaviors, *a model that anyone can learn and apply.*


Using this model, a Fortune 500 executive was able to bring a new product to market in a third of the time of predecessors and saved a struggling company. An African tribal leader was able to eliminate a deadly disease. The founder of the conglomerate run by ex-cons learned how to transform pimps, thieves and drug dealers into productive citizens. In short, they've all solved problems that have had others stumped for years. *That makes them influencers.*

Influencer® gives you three powerful strategies to create rapid, dramatic, and permanent change in your business. You'll learn how to:

- Identify a handful of high-leverage behaviors that lead to rapid and profound change.
- Apply powerful strategies for changing both thoughts and actions.
- Marshall six sources of influence to make change inevitable.

Simply put, learn how to solve the problems you care most about, from the simplest to the most persistent, resistant and profound challenges you can imagine.

When you understand the forces behind any behavior along with the strategies to change it, you hold within your own grasp ***the power to change anything.***

Instructor:	Sharon W. Lovoy
Equipment Needed:	LCD projector, screen,
Materials Needed for each participant:	Name tags (with no "hello" on top), markers, pens,
Space Required:	<p>One classroom set up in workshop style (tables with chairs <i>around</i> the tables)</p>  <p>Tables do not have to be rectangular but it is vital for the purpose of discussion that participants are sitting together. Put as many as comfortable, around the table.</p>
Directions for copying handouts:	Copy one set for each participant. This page is FYI only!!

Questions?

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Thanks for all your help!!

Sharon and Mary Anne