

Managing Up, Down & Across

#ADVANCENonprofits



Curated by:

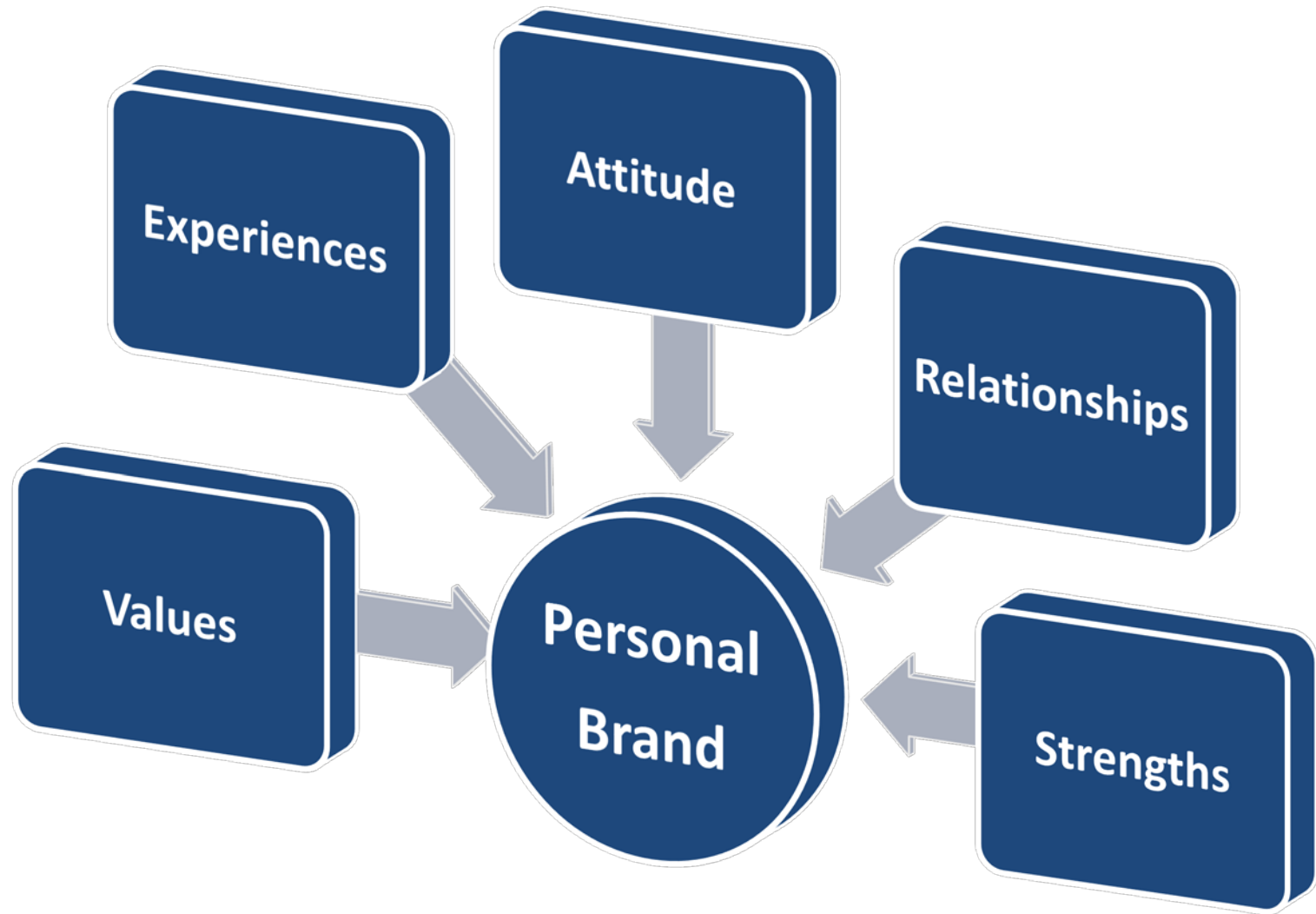


HORGAN
G R O U P

HEROES — VS — VILLAINS



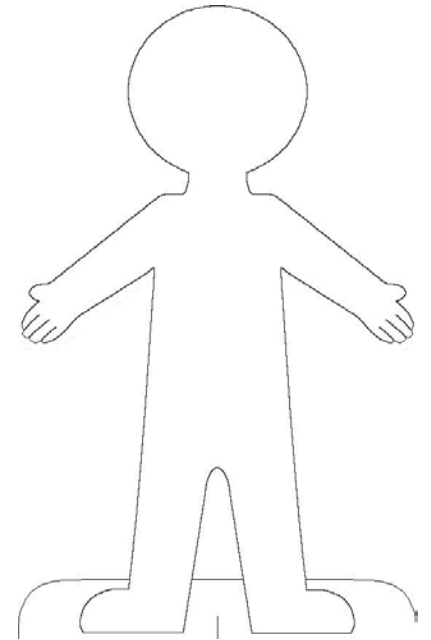
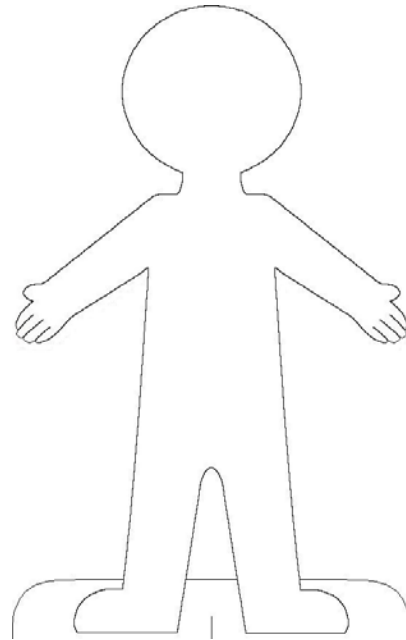
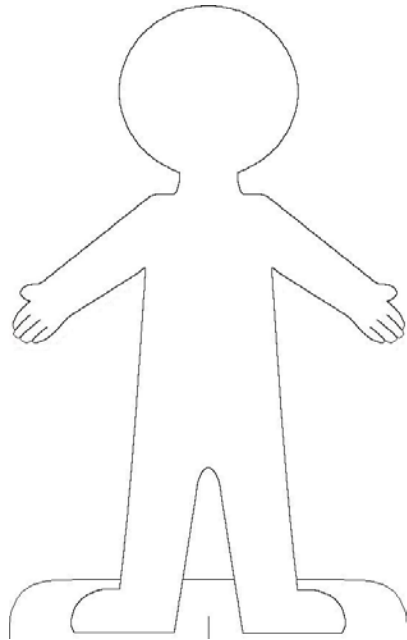
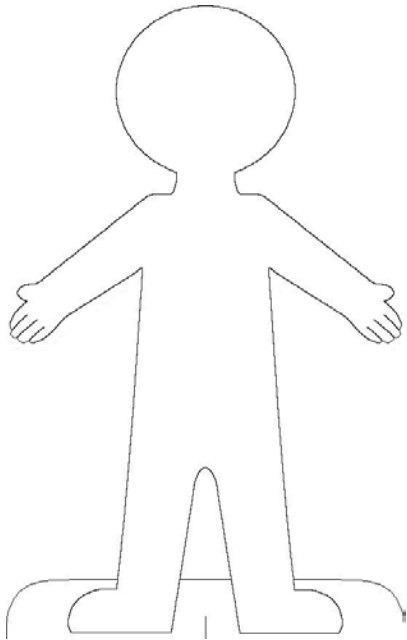
**“Why are you trying so hard to fit in when you were born to stand out?”
-Ian Wallace**



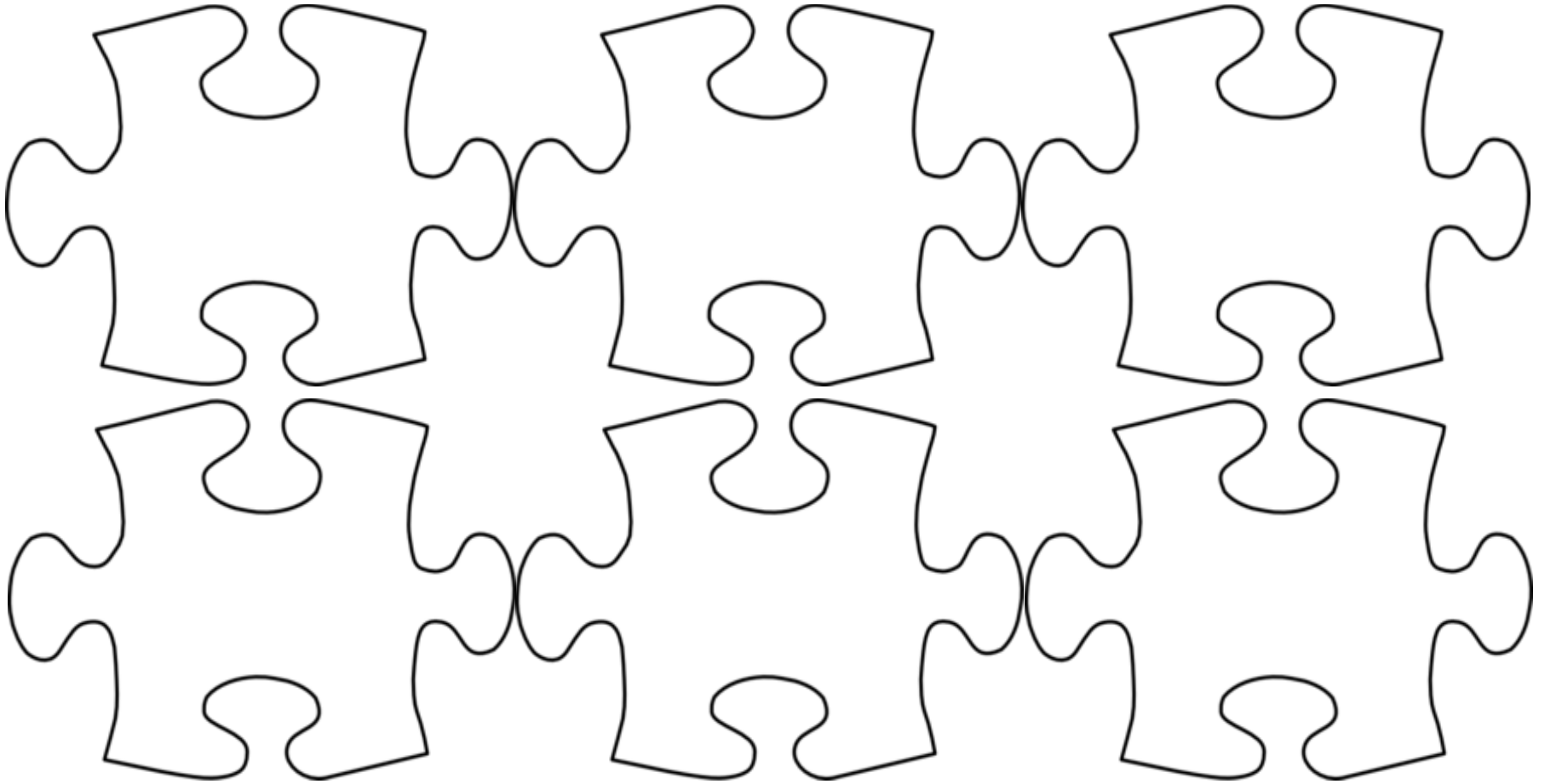
VALUES	RANK
HELP OTHERS	
WORK WITH OTHERS	
WORK ALONE	
COMPETITION	
MAKE DECISIONS	
INFLUENCE PEOPLE	
KNOWLEDGE	
GENERAL CREATIVITY	
SUPERVISION	
CHANGE AND VARIETY	
PRECISION WORK	
STABILITY	
RECOGNITION	
FAST PACE	
FINANCIAL GAIN	

“It takes two flints to make a fire.”

-Louisa May Alcott



Defining Moments



Strength Statements

**Pick a
Verb**

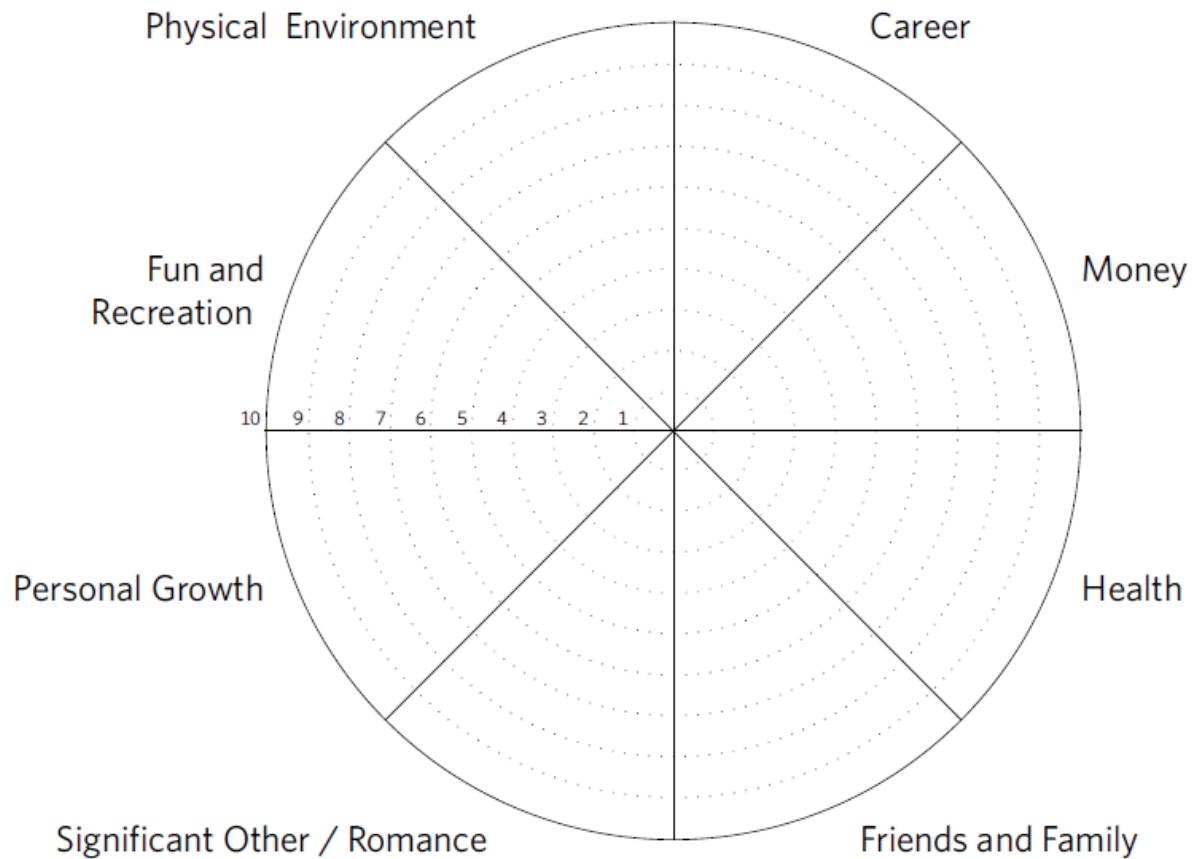
**Drill
Down**

Feel It

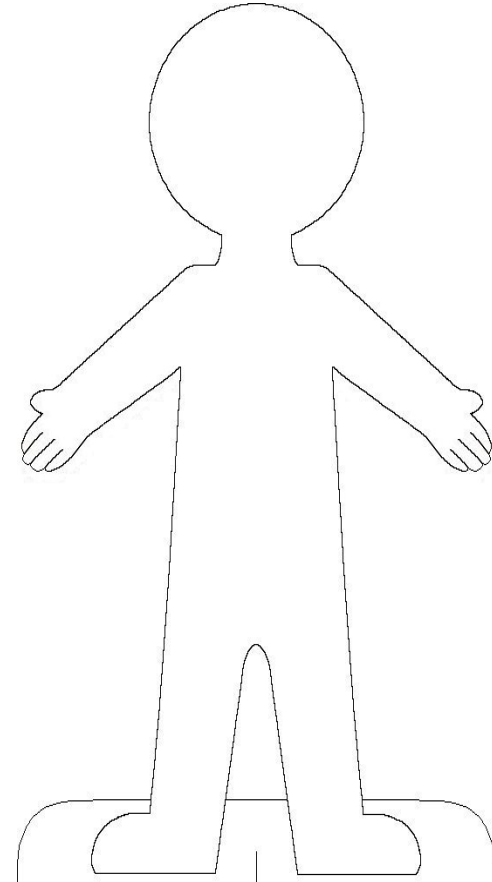
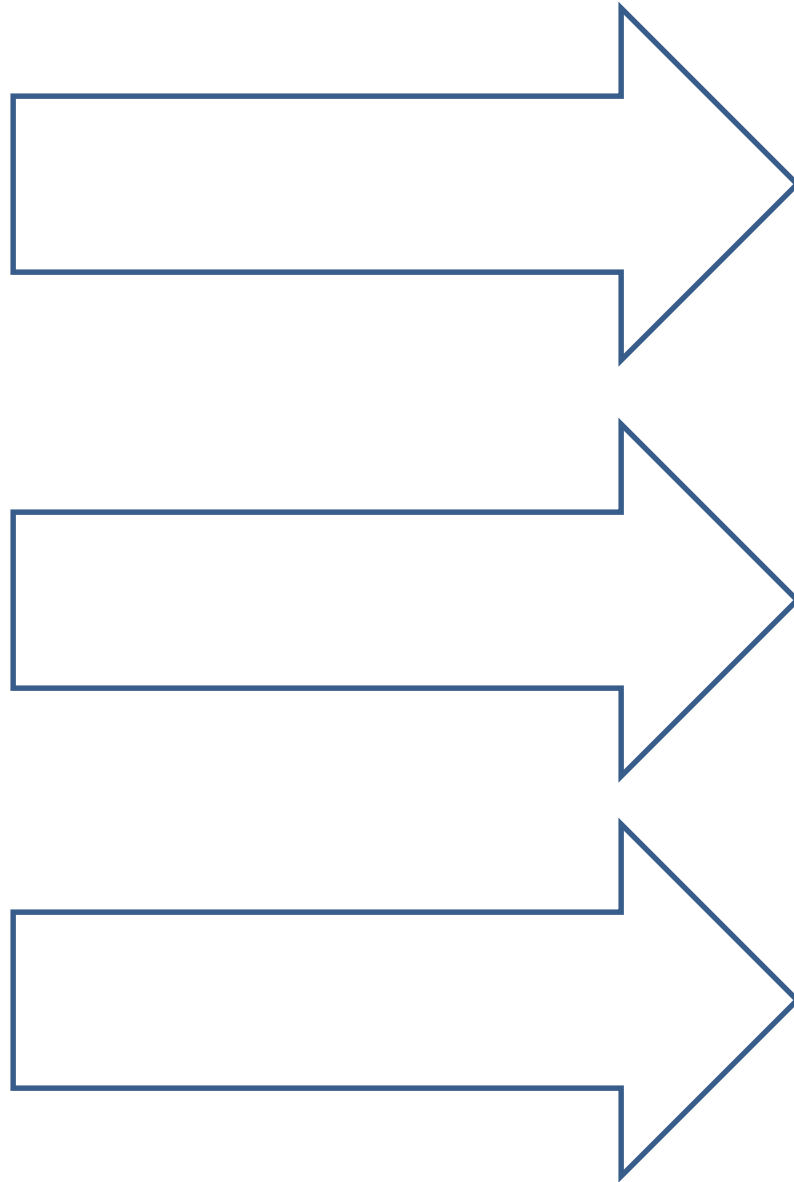
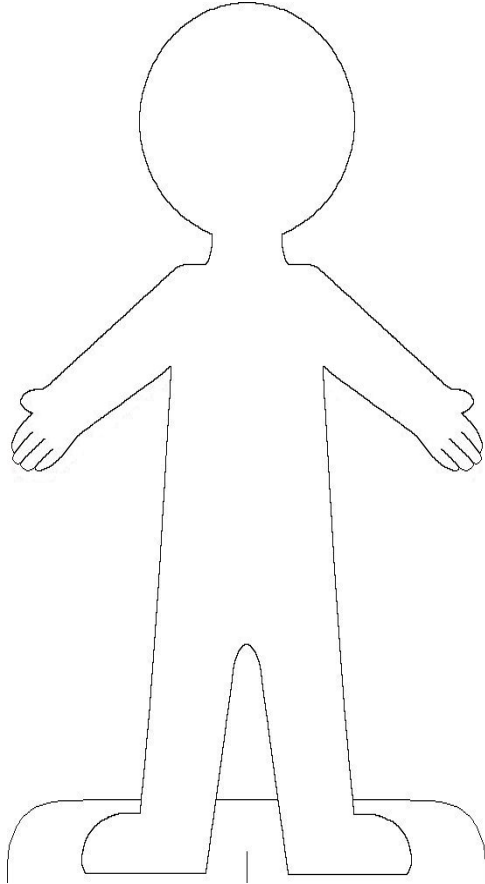
I feel strong when...

Strength Statement

Wheel of Life Exercise



Deliver the Vision



Autonomy

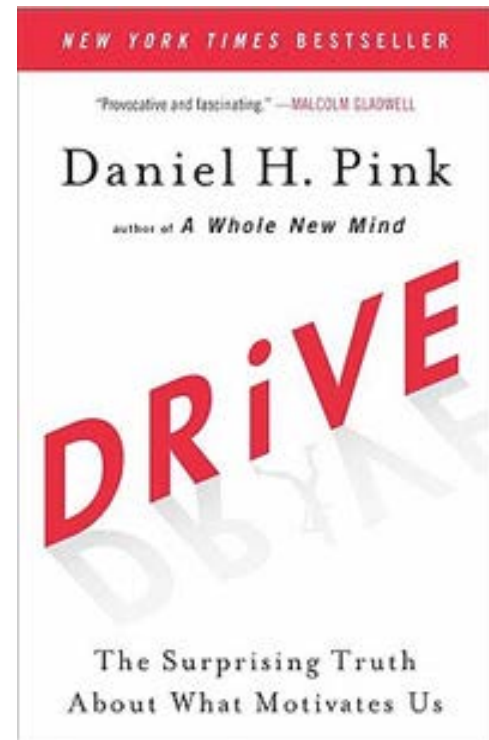
- Desire to direct our own lives

Mastery

- Urge to get better at something that matters

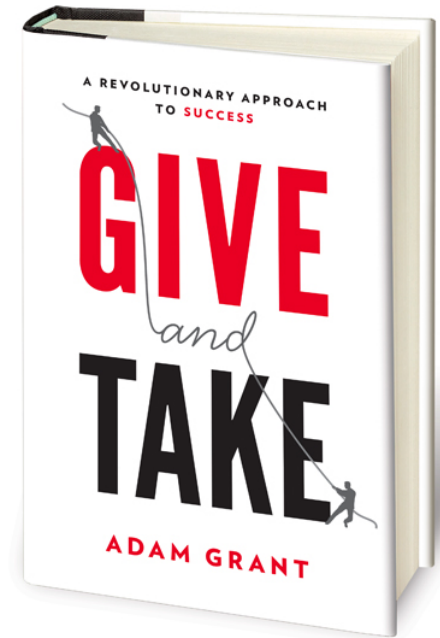
Purpose

- Yearning to do what we do in service of something larger than ourselves



Takers:

Those that are always trying to get as much as possible from others

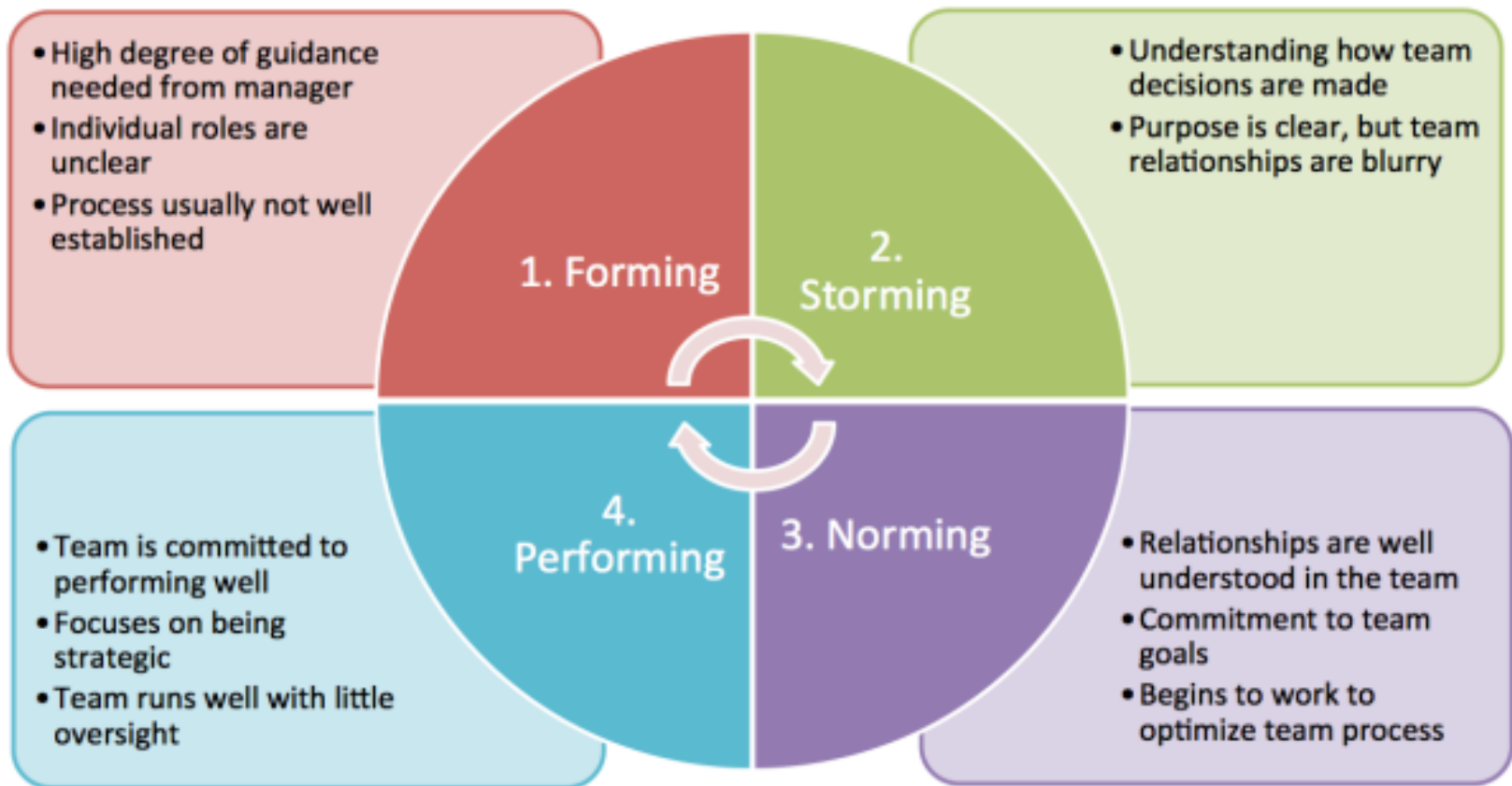


Givers:

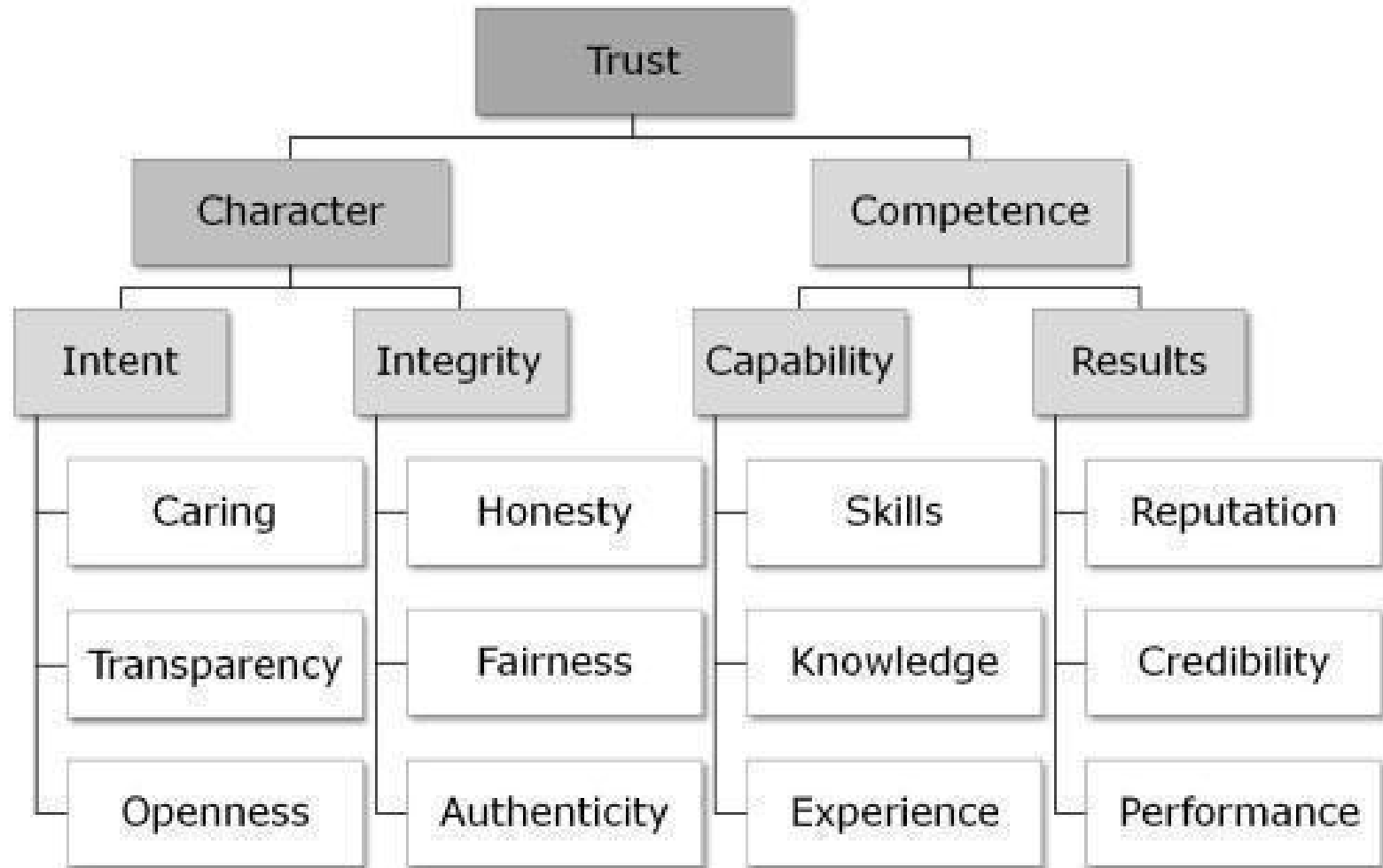
Those who go out of their way to support and help you, with no strings attached

Matchers:

Those who, if they did you a favor, would expect one back (and vice versa)

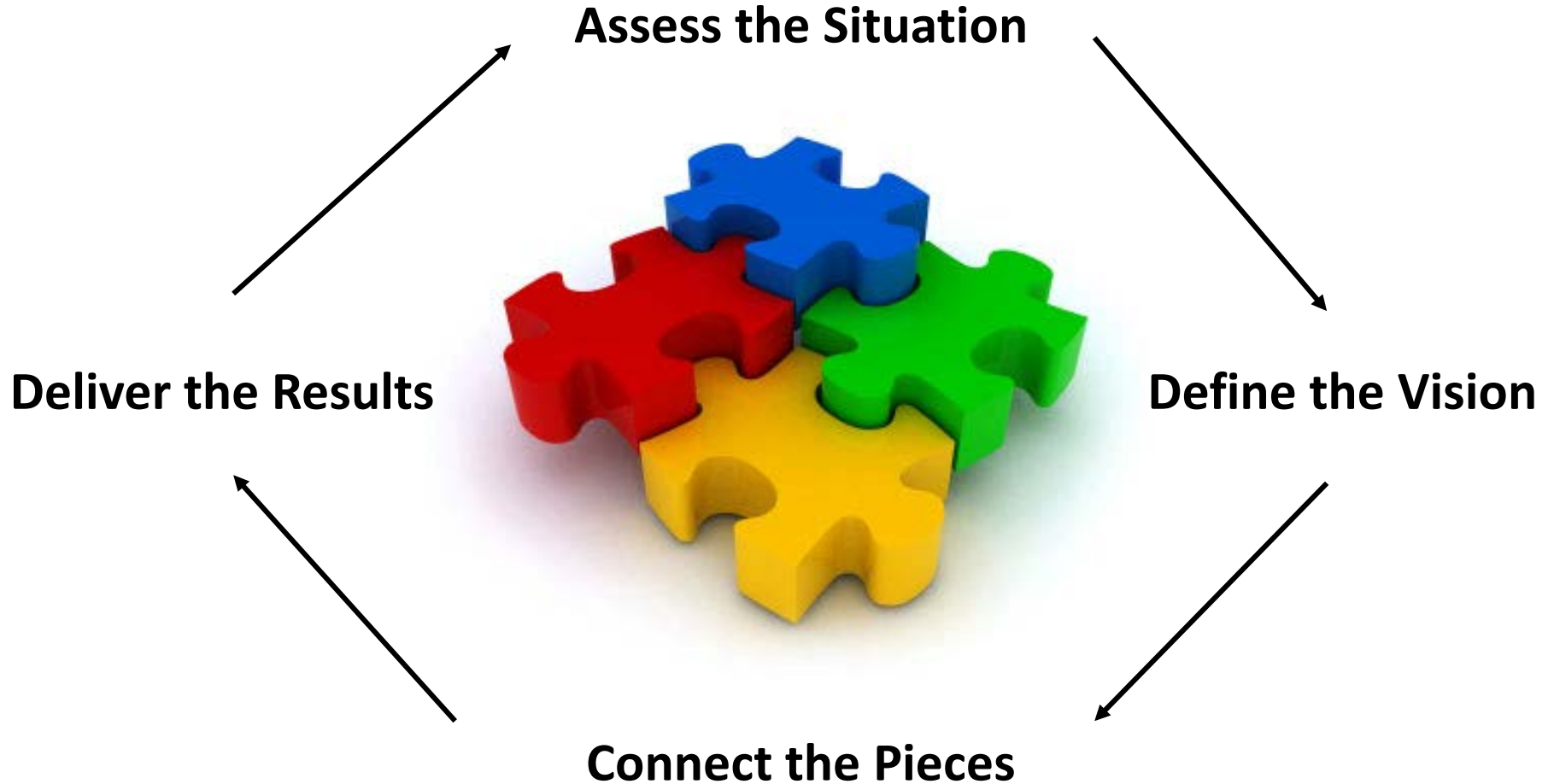


Source: Tuckman Stages Model



Source: Richard Barrett, cultureuniversity.com

Influence



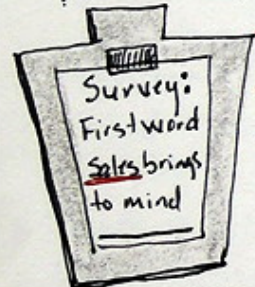
REWARDS AND MOTIVATION

- great for mechanical work
- not great for conceptual work
- what about sales?

SALES ROLES

- 1 in 9: official sales position
- others convince/persuade

idea timer
41% influenced



- Top 25 Words?
- Pushy #1
 - 20 Negative
 - 5 Positive

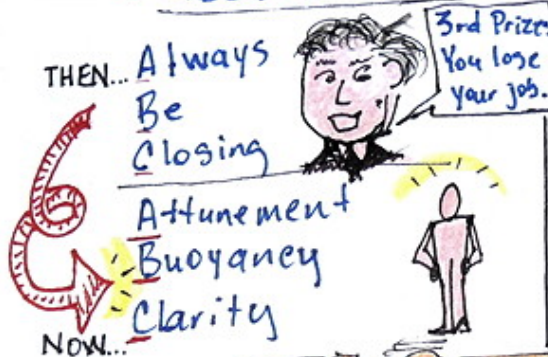
INFORMATION ASYMMETRY VS. PARITY



VS.



ABC's of SALES



TO SELL IS HUMAN

Daniel Pink 2/14/13

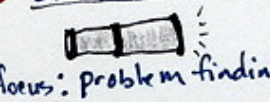
ATTUNEMENT



BUOYANCY



CLARITY



CONTEXT MATTERS MOST

- Look for common ground
- Be specific

Context

General Letter

Specific Letter

Dear Student: Food Drive Date / Drop Off

Dear Sue: We need 7 items

Food Drive Participation

0%	8%
25%	44%



Least Likely Most Likely Disposition

ATTUNEMENT TIPS:

- INCREASE YOUR POWER BY REDUCING IT.

If you have the Power Perspective: 3 times more likely

MIMIC STRATEGICALLY

- in speech
- in correspondence

AMBIVERTS GET BEST SALES RESULTS.

Write Letter on Forehead

- Measure of Perspective
- E- Others Perspective
- I- Self Perspective

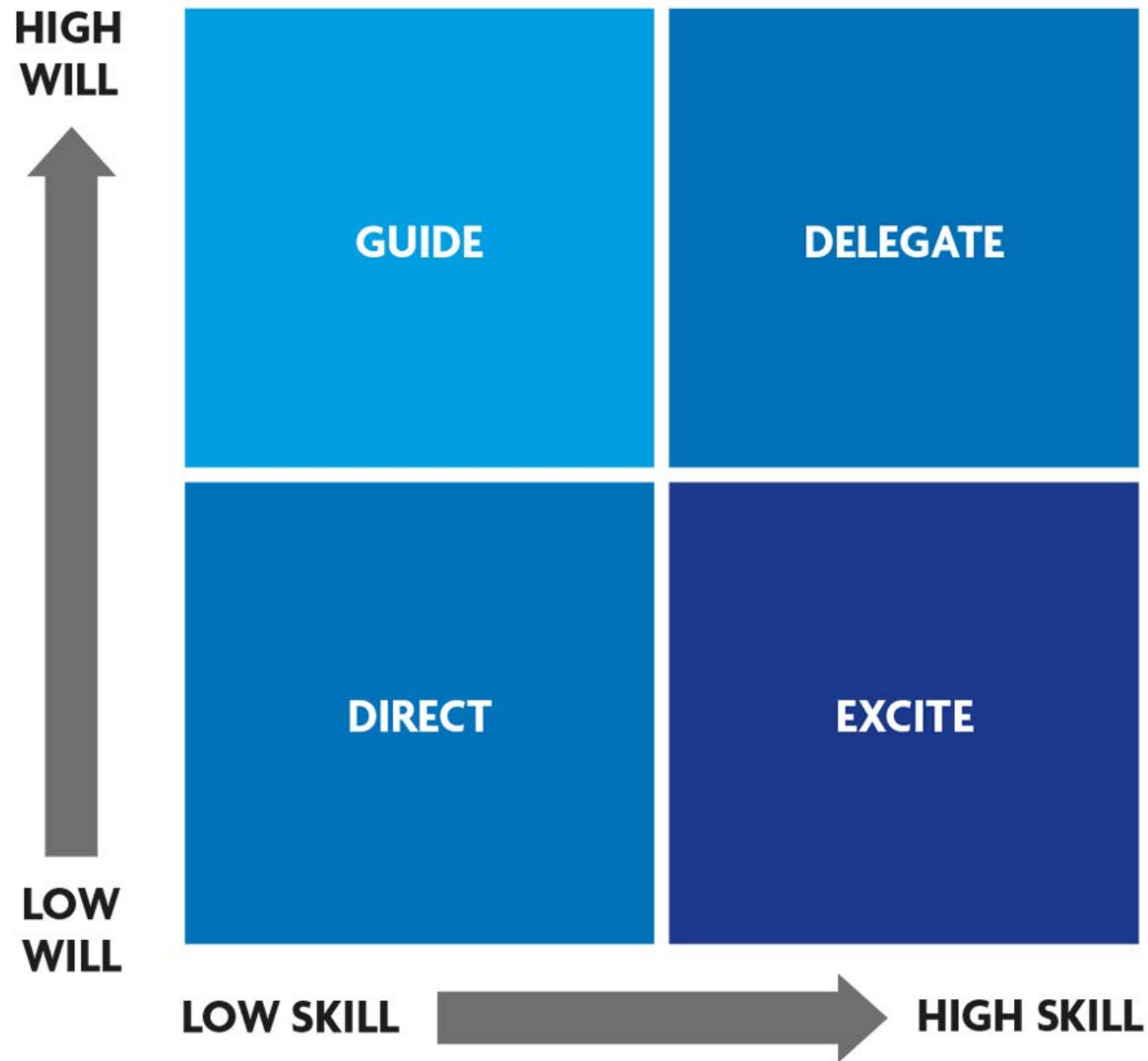


Word for word repeat

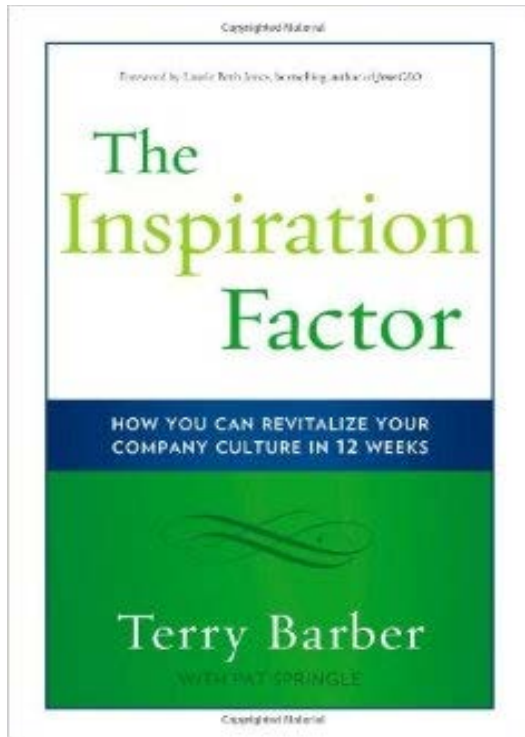
70% ↑ tips

Ambiverts Can Talk

Listen



Source: The Skill / Will Matrix is an adaptation of [Keilty, Goldsmith and Co. Inc.](#) of original work by Hershey and Blanchard



Notice

Name

Nurture





“...Death Valley isn’t dead. It’s dormant. Right beneath the surface are these seeds of possibility waiting for the right conditions to come about...if the conditions are right, life is inevitable. The real role of leadership...is not and should not be command and control. The real role of leadership is climate control, creating a climate of possibility. And if you do that, people will rise to it and achieve things that you completely did not anticipate and couldn’t have expected.”

~Sir Ken Robinson

Thank You!

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Curated by:



www.dghorgangroup.com