

Effectively Engaging with Stakeholders

Emotional Engagement



Traditional (Old World) Challenges

Focus on winning the argument
and getting it factually right
Focus on the Boss
Getting to things in a straight
direct line
Think and Act
Strategy before People

New World Challenges

- Focus on gaining emotional
commitment to deliver
- Focus on all stakeholders
- Taking a journey together
-
- Think twice - Engage Commitment -
Act together
- Strategy and People

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Purpose

- As the impact of the New World (change happens faster than we can learn) spreads many successful managers who have built strong careers on good logical analysis and a direct approach discover that the effect of having to deal with the emotional impact that un-anticipated or not fully understood change has on people is a significant block on their effectiveness.
- At Pentacle we estimate that on average 'logical' managers lose approximately 17% of managerial effectiveness.
- There is a need to deal with colleagues, line managers and subordinates as 'whole people' /left and right brain/ emotional and logical

Outcomes

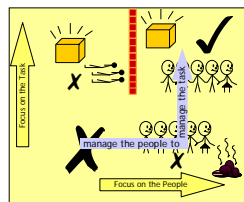
- A new and lasting habit of considering 'the whole person' in interactions
- A real understanding of human design and why it is essential in the New World to think 'emotional and 'logical'
- An ability to quickly understand how to emotionally engage people
- A game plan for 'fixing' broken relationships
- A practical plan to develop emotional intelligence as a habit
- Confidence to deal with emotionally tricky situations and relationships

Pentacle Frameworks

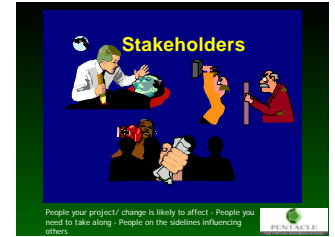
3rd Law of Change

People create change -
people constrain change.
Depending on how YOU
interact with them

Dead Body syndrome



Stakeholder grids



Pre-session Audit

Review and mapping of the status of key stakeholder relationships using Pentacle's StakeholderGrids™



Pre-reading

New Rules for the New World - Dr. Eddie Obeng

Session activities

The course is a practical introduction to emotional intelligence

There are two threads

- Interactive session
- Application

Application

Each participant has a task or outcome which they need to get the rest of the team to perform or an argument that they need to gain commitment to. (A second version of this involves moving outside the classroom and getting members of the public involved)

Participants will use the frameworks they have learnt. The participants will be observed and videoed together with feedback from the other participants. This will provide an excellent basis for developing their personal plan for developing emotional intelligence



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Interactive session

- A lively and interactive discussion on the issue of emotional intelligence
- A short MasterClass from a professional sales person/ hypnotist explaining the soft side of persuasion and engagement
- Virtual Guest Presentation - A previous Pentacle Client will present a real-life case study on change management

- The results of feedback from the activity are used by participants to prepare a plan

Post -Application

After the session participants will have access to a Pentacle Performance Enhancement Tool (Pentacle PeT) as an on-line Memory Jogger service (cyberFranck™)

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