




Car Care World Expo 2009
April 1-4, 2009 • Las Vegas, Nevada

Jumping In The Driver's Seat!

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Power of Perception!

Perception: the act or faculty of apprehending by means of the senses or of the mind; cognition; understanding - Dictionary.com

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Building instant connections!

- Find out what you have in **common**
ask questions
vacations, jobs, hobbies,
major, family,
tell and interesting story

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Power of Communication!

Did you know that it is impossible to talk and effectively listen at the same time?

Be careful about using **always** and **never**!

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Weakness=Strength

Weakness Strength

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“I am thinking the same thing about you!”

Bumper Sticker on beat up VW

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Four Reactions to Change

Nose to the g_____

G_____

D_____ in h_____

New _____

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Gossip

“In my opinion”

“I believe”

“I feel”

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4 Major Fears

U _____

F _____

R _____

S _____

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Healthy Conflict

- Don't a_____ the other person
- A_____ the other perspective
- Be h_____ about what you promise
- Keep the b_____ open

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Personality Types - Needs

Source: Color Code by Taylor Hartman Ph.D

<u>Type</u>	<u>Clues</u>	<u>Needs</u>
Yellow (popular)	Center of attention Relationship driven Adaptive	Public applause Approval Attention Understand the big picture
Blue (perfect)	Well dressed Orderly Reserved	Emotionally bothered if not organized Understand their sensitivity Respect their personal space Give specifics
Red (powerful)	Bottom line Sense of urgency Goal driven	Answers to questions Acknowledge they did a task Are usually right Need to control
White (laid back)	Understanding driven Creative Seek information	Information - details Appreciate them for who they are Advance notice

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Top 15 Roadblocks to Action

- Basing your progress or action on something or someone outside your control
 - i.e. I will do _____ when _____ happens
- Lack of action or action is unaltered
- Your commitment level
- Others don't want you to change!
 - “We are all just actors in other people's play.”
- Lack of clarity about where you are going

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R_____ Ex_____

- Like 80% of job
- Is it within my control?
- Do these things happen to others?
- What lesson can I take away?
- What do I need to do to recalibrate?
- Who is really good at what I want to do?
- What resources can I draw upon to change?

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Pro_____ vs Per_____

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Feedback

Giving

- Know the potential long term effect of your words.
- Make sure you are respectful and dignified.

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Feedback

Receiving

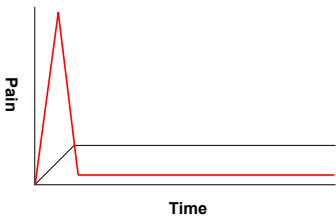
- Seek out
- Consider the source
- Get a second opinion

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Pain/Time Chart



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Resources

- Someone who has mastered a trait
- Tapes and videos
- Books

Lieberman, David Ph.D., *Make Peace with Anyone*. St Martins, 2002
 Loehr, Jim, *The Power of Full Engagement*. Free Press, 2003
 Grabhorn, Lynn, *Excuse me, your life is waiting*. Hampton, 2000
 White, Bowen, *Why Normal Isn't Healthy*. Hazelden, 2000
 Meyers, David, *The Pursuit of Happiness*. Avon, 1992.
 Hakim, Cliff, *We are all self employed*. Berret Koehler, 1994
 Bradshaw, John, *Homecoming*. Bantam, 1990.
 Johnson, Spencer M.D., *Who moved my cheese*. Putnam's, 1998

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