

## CONFERENCE FOR THE ISH EDUCATIVE COMMUNITY

### PROTAGONIST ATTITUDE



The leader's minute. Positive Attitude:

<https://vimeo.com/171792419>



The leader's minute. Dreams and Projects:

<https://vimeo.com/184877126>

From Victim to Protagonist

Initiate considerations:

1. Given the situation we are living in; we assume one of the following two roles: Victim or Protagonist.
2. We choose the role in every situation.
3. No one is entirely the victim or entirely the protagonist. People have a tendency to assume on role or another.

#### EL LÍDER Y LA ACTITUD



## The Victim:

1. Thinks: What happens to ME. What they do to ME.
2. Believes that everything he does is well and that the rest are guilty of his problems and dissatisfactions.
3. Searches for guilty people and always find them (and if it's not a person than he will say "it's bad luck").
4. Gives out calm explications (since he knows that "the other person" is who has to change).
5. Doesn't change his reality because he expects the other person to change it.

Examples: The bus didn't stop me, I got into traffic, the alarm clock didn't go off, the day by day basis got me, they don't value me, the rain got me, I got hit in a car accident, etc.

**VIDEO:** TRAPPED IN THE STAIRS

<https://www.youtube.com/watch?v=2s0JHdHIEpg>



## THE OBVIOUS CONCEPT: THE MONSTER I THOUGHT THAT



The leader's minute. The Monster I Thought That:

<https://vimeo.com/152568845>

Many of the problems that exist in communication are based on the belief that there are things that are “obvious”. When different people operate within different contexts of obviousness, misunderstandings do not wait. When we receive an incomplete message, we complete the lack of information with assumptions... but when I suppose, I can suppose well or I can suppose badly.

**That is why we have to complete the lack of information with information.**

The monster “I thought that” is the enemy of Effective Communication.



### **The 4 weapons to defeat the I Thought That Monster**

#### **When I am the transmitter**

- Give out all the information clear and complete.
- Check: “What did you understand?”

#### **When I am the Receiver**

- Do not wonder. Ask!
- Check: “Let me see if I understood”

## **THE ACTIVE LISTENING**

The active listening consists in a way of communication that shows the speaker that the receiver has understood him.

The active listening is an ability that can be learnt and developed with practice.



## EMOTIONAL INTELLIGENCE



The leader's minute. Go out to the balcony (Emotional intelligence):  
<https://vimeo.com/165370007>

Emotional intelligence is the most important skill of a leader.

It consists in:

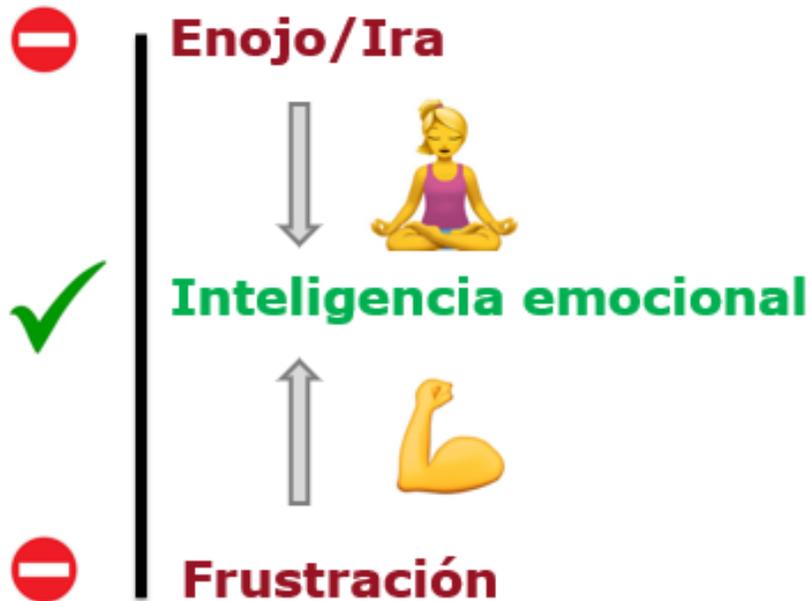
- Identify one's emotion (being aware of how I feel and what I feel).
- Govern actions (decide to act or decide not to act: measure the consequences of my actions).
- Be emphatic (through active listening to put myself in the place of the other).
- Manage relationships (achieve quality relationships).

The extremes are never convenient. We must not act in an impulsive way ... but we must not shut up everything:

**Don't spit dragons or swallow toads.**

*"One of the greatest powers that the human being has is the power of not reacting"* William Ury

Emotional intelligence also involves energizing in times of frustration instead of giving up.



#### RELATION = RESULT



The Leader's minute. R=R

<https://vimeo.com/309155462>

**R = R** -> Better relations, better results.

What can I do to have better quality relations with people?

- Always tell the truth.
- Fulfill promises.
- Be more generous.
- Be more grateful.