Overview & Workshop v7

MSPC Monthly Meeting - November 2, 2004

By Paul Collins
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Today’s Agenda:

- Preparing for Networking
  - Definitions, discoveries
- Key elements of networking
  - Subject Area Expertise
  - Self-Management
  - Relationship Management
  - Network Resources
- What can you do now?
- What can you do soon?
- What can you in the long run?
- Networking references
- Style assessment references
- Paul Collins’ Network (Partial)
- Workshop - Build your own network and take it with you!

What you will get from this session:

1. What do you bring to a networking session?
2. What does your own network look like?
3. Inventory your Personal Attributes
4. What are your networking subject areas?
5. Self Management
6. Self Knowledge
7. Relationship Management
8. Building Your Network Resources
9. Future planning - What are you going to change?
10. Conclusions
When you attend a networking session, what should you bring with you?

We Should All Bring Our Own Networks!
What is a Network?

Network [n] (1) an interconnected or intersecting configuration or system of components; (2) a communication system consisting of a group of broadcasting stations that all transmit the same program simultaneously; (3) an intricately connected system of things or people such as "a network of spies"; "a web of intrigue"

Network [v] to communicate with and within a group; "You have to network if you want to get a good job"
1. People

- Friend
- Spouse
- Insurance Agent
- Teacher
- Client
- Associate

Ed Hoffman (client)
Susan Y (spouse)
James C (father)
George Y (father in-law)
Steve B (associate)
Don H (associate)
Andrew G (friend)
Robert B (Steve’s son)
W Terrell (barber)
Bill C (college)
Wylie C (college)
Ioanna (college)
Erica K (dance)
Maria S (dance)
Dave T (associate)
Ron B (prospect)
Lillian B (consultant)
Wayne B (professor)
Mazurka W (musician)
Gerhard B (friend)
Sandy S (sports team)
Nikola K (dance teacher)
Dan B (Steve’s brother)
Steve M (accountant)
John F (client)
Rod M (insurance)
Richard A (insurance)
Judith G (attorney)
Kathy F (client)
Dave R (client)
Dennis H (associate)
Frank E (college)
Jeff A (client)
Jon A (reporter)
Hank D (publicist)
Laurie G (publicist)
Reginald T (associate)
Bob A (professor)
Sasha D (professor)
Linda S (professor)
Ray B (supplier)
Ron V (high school)

2. Places

- Society Meeting
- Facilitators’ Conference
- Sales Presentation
- Training Workshop
- Planning Meeting
- Public Library
- Networking Session
- Concert Hall
- Dance Studio
- Bank
- Media Relations Class
- Volleyball Court
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- Kenwood Associates
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- Federal Reserve Bank Chicago
- Lambs Farm
- Columbia College
- Tilden Tech High School
- Summit Executive Centre
- Hamburger University

3. Things

- MFN Board of Directors
- MSPC Program Committee
- Facilitation
- Consulting
- Sub-contract
- Pricing
- Selling
- Marketing Strategy
- Customer Relationship Mgmt
- Alumni association
- Creativity
- Innovation
- Personal Network
- Computer Network
- Programming
- Database Design
- Contra/Square Dance
- Massage Therapy
- Ethnic/Folk Dance
- Public Speaking
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- Event Planning
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- Classical Music
- Jazz/Swing Music
- Website
- Tutoring program
- Rock Music
- Training
- Coaching
- Sales proposal
- Personal Computer
- Office Party
- On-Line Seminar

4. Functions

- Hire an employee
- Choose a bank
- Negotiate with a client
- Get a haircut
- Give a referral
- Manage cash flow
- Review an insurance policy
- Misfile an invoice
- Take a class
- Attend a meeting
- Present at a conference
- Cancel a meeting
- Play a sport
- Do a dance
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- Study market trends
- Plan an event
- Work on a committee
- Purchase a computer
- Write an article
- Play a musical instrument
- Discuss a problem
- Eat a meal
- Plan a wedding
- Hire a speaker
- Direct an ensemble
- Develop a partnership
1. Subject Area Expertise

- **Personal Attributes**
  - **Knowledge** - Knowing what to do
    - Example: Understanding your roles & responsibilities
  - **Skills** - Knowing how to do
    - Example: Having good insight in applying your knowledge
  - **Abilities** - Knowing where to do
    - Example: Taking the initiative to resolve unexpected and/or difficult situations
  - **Behavior** - Knowing why to do (your approach to work)
    - Example: Understanding how what you are doing relates to the bigger picture
  - **Experience** - Knowing when to do
    - Example: Understanding your personal limitations

Your Subject Areas

- At Work as an Employee, Manager or Leader, etc.
- As a Spouse or Significant Other
- As a Parent
- As a Friend
- In Your Community
- In Recreation
- In Hobbies
- In School
- In Church
- In Sports
- In the Arts
- In Politics
- etc.
2. Self-Management

What Do You Hope to Gain?
- Your Networking Focus
  » Self-Interest versus Selfish-Interest
- Your Networking Goals
  » What are the things you really want to get out of this?
- Your Networking Peers
  » Are you networking with the right people?

Self-Management

Principles & Values
- Building Relationships
  » Not Just a Means to Achieving an End
- Building Trust versus Pseudo-trust
  » Cultivated for Mutual Benefit
- Win-Win
  » Favorable Outcomes for “Us” and “Them”
- Ethical Practices
  » Avoid Illegal and/or Illicit Activities

Readiness & Preparedness
- What Do You Bring to the Table?
  » What of Value Might You Bring to Others?
- What Are You Willing to Share?
  » Do You Leave Others Better Off by Having Met You?
**Self Knowledge - Your Communication Style**

The Forte “Communication Style” Instrument helps enhance interpersonal relationships, and identifies and maximizes the "real world" understanding of individual and team communication styles and minimizes the chances for misunderstandings and conflicts. [http://www.theforteinstitute.com](http://www.theforteinstitute.com)

<table>
<thead>
<tr>
<th>Dominance</th>
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<tbody>
<tr>
<td>Dominant</td>
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<tr>
<td>• Controlling</td>
<td>• Outgoing</td>
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<td>• More Talkative</td>
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<th>Patience</th>
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<td>• More Fast-paced</td>
<td>• More Free Thinking</td>
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Profile For Paul Collins
Adapting/Perceiver: Business Associates at Client Sites
Primary Profile
Current Adapting Profile
Current Perceiver Profile

<table>
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<tr>
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Intensity: More Inquisitive, More Talkative, More Reflective, More Fast-paced, More Free-Thinking

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Profile Chart

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3. Relationship Management

- **Your Management Style**
  - How you interact with others
    - Subordinates, Peers, Superiors
    - Empowering, Mixed, Controlling
  - More empowering is more inviting!

- **Your Listening Style**
  - How you receive and respond to input from others
    - Receiving the Message
    - Reflecting (Giving Meaning)
    - Interpreting (Deciding What You Think or Feel)
    - Responding (Acting Upon the Message)
  - Listening is good business!

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**Self Assessments**

- **Your Management Style Score**
  - 8 to 16 - More Empowering Style
  - 16 to 30 - Mixed Style or Transitional Style
  - 31 to 40 - More Controlling Style

- **Your Listening Style Score**
  - 1 to 5 “NOs” - Excellent Listening Skills
  - 6 to 10 “NOs” - Good Listener, Room to Improve
  - 11 to 15 “NOs” - Practice Will Help You Improve
  - 16 to 20 “NOs” - Listen Up! Work Needed Here!
Self Assessments for Networking
Management Style versus Listening Style

Characteristics
Talking with
Listening to
Helping to
Sharing with

Mixed Styles
Interrogators
Dictators
Judges
Dancers
Clairvoyants

Relationships within Your Environment

- **Internal Network**
  - Clients, Vendors, Suppliers, Co-Workers...
  - Direct links to what's happening inside
  - Keeps you in the internal loop

- **External Network**
  - Personal Networks of your Peers, Associates, Vendors, Suppliers, Competitors, etc. to which you are connected
  - Direct links to what's happening inside and outside the Industry or Profession
  - Maintains connections to Resources formerly in your Internal Network
  - Provides reality checks for the Internal Network from outside of the loop - external perspectives
4. Your Network Resources

- **Information About**
  - **People**
    - Persons or the role a person plays such as “Ralph”, “Gertrude”, “customer”, “manager” or “friend”.
  - **Places**
    - Locations, organizations or groupings of people that perform a function such as “downtown”, “corporation”, “professional organization” or “club”.
  - **Things**
    - Tangible or intangible non-persons such as a “product”, “service”, “form”, “system” or “status”.
  - **Functions**
    - Activities performed to accomplish a specific transaction such as “pay bill” or “close meeting” or “manage team”.

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Key Elements of Networking

1. **Subject Area Expertise**
   - Personal Attributes
   - Subject Areas

2. **Self Management**
   - Principles & Values
   - Readiness & Preparedness
   - Networking Focus
   - Self Knowledge - Your Style

3. **Network Resources**
   - People
   - Places
   - Things
   - Functions

4. **Relationship Management**
   - Management Style
   - Listening Style
   - Environment

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Dance
What’s the major benefit of Networking?

To gain and/or maintain access to other Networks!

The quality of what you take out of Networking will be ...

driven by the quality of what you contribute to it!
Recap: What did you get from this session?

1. What do you bring to a networking session?
2. What does your own network look like?
3. Inventory your Personal Attributes
   - Knowledge, Skills, Abilities, Behavior, Experience
4. What are your networking subject areas?
   - Examples: Work, spouse, parent, community member, etc.
5. Self Management
   - Focus, goals, meeting with the right people, Principles & Values, Readiness & Preparedness
6. Self Knowledge
   - Understand and assess your Communication Style
7. Relationship Management
   - Listening style & management Style Assessments, Managing internal and external networks
8. Building Your Network Resources
   - People, Places, Things, Functions
9. Future planning - What are you going to change?
   - For now, For the short term, For the long term
10. Conclusions
    - What is the major benefit of networking?
    - What affects the quality of what you get out of networking?
    - Build your own network and do what?
What You Can Do Now

1. Subject Area Expertise
   - Inventory your Knowledge, Skills, Abilities, Experience, Behavior for your primary Subject Area

2. Self Management
   - What do you want to get out of networking?
   - What are you willing to share and under what conditions?

3. Relationship Management
   - Assess Your Management & Listening Styles
   - Inventory Your Internal & External Networks

4. Network Resources
   - Inventory Your Network Resources: People, Places, Things & Functions
   - Which Resources could be of value to yourself and others?

What You Can Do Soon

1. Subject Area Expertise
   - Inventory your Knowledge, Skills, Abilities, Experience, Behavior, in other Subject Areas and look for overlaps

2. Self Management
   - After looking at the bigger picture of yourself and Networking, what do you want to get out of networking?

3. Relationship Management
   - Get feedback from your peers on your Management & Listening Styles and compare with your Self Assessment
   - What would you need to change to make your management style more empowering or to improve your listening style?

4. Network Resources
   - Expand your Network Resources to include other Subject Areas and look for overlaps
What You Can Do in the Long Run

1. Subject Area Expertise
   – Learn from what you do and discover. The only learning that significantly influences behavior is self-discovered

2. Self Management
   – Take Style Assessments (see Style Assessment References) that tell you more about yourself or about how others perceive you and use that information wisely

3. Relationship Management
   – Help your peers build their own personal Networks and share your knowledge and experiences with them
   – Do research on the various types of Networking Groups (see Networking References) and join those that work for you

4. Network Resources
   – Continue to expand your personal inventory of Network Resources including Vendors, Suppliers, Associates, Co-workers, Competitors, etc. and understand the connections

Networking References

- **My Life Circle**
  - Bernie Leung, (312)-715-2015 ext 201
  - bernieleung@mylifecircle.com, http://www.mylifecircle.com

- **Durland Consulting**
  - Maryann Durland, (630)-650-9944
  - mdurland@durlandconsulting.com, http://www.durlandconsulting.com

- **Networking Smart**

- **Achieving Success Through Social Capital**

- **Breakthrough Networking: Building Relationships That Work**

- **Networlding: Building Personal and Professional Relationships in the New Network Society**

- **The Power of Two**
There are many web-based references for assessing various aspects of human behavior including communication, social & personality styles, strengths assessments, management & leadership potential, etc. Some assessments are free, some require an assessment and/or coaching fee, and some require you to take a class. Take a look at these websites, browse through them for other information and assessment tools and browse the web for other websites.

- **Forte Institute - Communications Style Preference**
  - C.D. Morgan’s Forte “Communication Style” Instrument helps enhance interpersonal relationships, and identifies and maximizes the “real world” understanding of individual and team communication styles and minimizes the chances for misunderstandings and conflicts. [http://www.theforteinstitute.com](http://www.theforteinstitute.com)

- **Social Styles Preference**
  - David Merrill’s “Social Styles” instrument is designed to help people recognize how their actions and behaviors are perceived, and how to make appropriate changes. [http://www.tracom.com](http://www.tracom.com)

- **Gallup Organization - Strengths Finder Profile**
  - The Gallup Organization offers a book and an Internet-based StrengthsFinder Profile to identify the most prevalent human strengths. The program introduces 34 dominant “themes” with thousands of possible combinations, and reveals how they can best be translated into personal and career success. [http://gmr.gallup.com/book_center/ strengthsfinder](http://gmr.gallup.com/book_center/strengthsfinder)

- **Orchestrating Results - Thinking Pattern Profile**
  - The Thinking Pattern Profile™ based on the Hartman Value Profile is most like an assessment center, and therefore is more true a picture of the person being assessed. It cannot be biased, and is a directed, unmediated reflection of how the person actually thinks and makes decisions. [http://www.thinkingpattern.com/index.html](http://www.thinkingpattern.com/index.html)

- **Myers-Briggs - Personality Type**
  - The Myers-Briggs Type Indicator® instrument helps you improve work and personal relationships, increase productivity, and identify leadership and interpersonal communication preferences. [http://www.myersbriggs.org](http://www.myersbriggs.org)

- **DISC Personality Type**
  - The DISC Personal Profile System is based on the Dimensions of Behavior Model, published by Inscape and groups behavior into four dimensions - Dominance - Influence - Steadiness - Conscientiousness. This instrument can be used to support people in such areas as improving communication skills, reducing conflict and stress, discovering behavioral strengths, meeting diverse needs, and fostering teamwork. [http://www.discardprofile.com](http://www.discardprofile.com)

- **Wilson Learning Systems**
  - Wilson Learning provides Human Performance Improvement solutions to Fortune 500 companies and emerging organizations worldwide. They marry the art and science of business, bringing together the knowledge and experience it takes to grow with the behavioral technologies and processes to make it last. [http://www.wilsonlearning.com/home.asp](http://www.wilsonlearning.com/home.asp)

- **Psychometrics.com**
  - Psychometric tests are designed to provide a consistent and effective measure of people's traits, abilities, skills, and interests. The ability to measure these characteristics enhances decision making during recruitment and selection, individual and team development, organizational change and career directions. [http://www.psychometrics.com/tests/index.cfm](http://www.psychometrics.com/tests/index.cfm)
About the Presenter:

**Paul Collins** has been an independent consultant since 1981 and since 1989 has focused on facilitating client's collaborative work teams in the meeting room and over the internet. Paul helps clients move many of their critical processes (strategy-planning, problem-solving, brainstorming, etc.) into the 21st century by exploiting the internet and other technologies. Paul's clients have included the National Aeronautic and Space Administration (NASA), GATX Corporation, McDonald's Corporation, Motorola, BP Amoco Corporation, U.S. Cellular Corporation, the Wisconsin Department of Natural Resources, and the U.S. Environmental Protection Agency.

Paul is active in a number of professional organizations, including the Midwest Facilitators' Network (co-founder, director, webmaster), the Midwest Society of Professional Consultants (program committee chair), the National Black MBA Association (lifetime member), the International Association of Facilitators and the International Association of Public Practitioners. Paul is a member of the Board of Advisors for Loyola University's Center for Information Management and Technology (CIMT) and has lectured for Graduate Programs at Loyola, the University of Chicago, De Paul University and the University of Wisconsin. Paul also teaches ethnic folk dance, calls traditional American square and contra dance, produces dance/music festivals, designs websites, enjoys hiking, and does public speaking.

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We'd like to learn more about you and your network

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– http://www.jordan-webb.net

End Presentation
Management Style Questionnaire
(Adapted from Haire, Chiselli & Porter's Managerial Thinking: An International Study)

Please respond according to your first reaction to each statement.
Circle your answer (SA, A, N, D, SD) and write the score (5, 4, 3, 2, 1) in the blank on the right.
When you are finished, total your score in the blank at the bottom.

1. The average human being prefers to be directed, wishes to avoid responsibility, and has very little ambition.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

2. Leadership depends on having the right inborn traits and abilities.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

3. The use of rewards (for example, pay and promotion) and punishment (for example, failure to promote) is the best way to get subordinates to do their work.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

4. In a work situation, if your subordinates can influence you, you lose of your influence over them.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

5. A good leader gives detailed and complete instructions to subordinates rather than giving them general directions and depending on their initiative to work out the details.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

6. Individual goal setting is superior to group goal setting.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

7. A superior should give subordinates only the information necessary for them to do their immediate tasks.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

8. A superior’s influence over subordinates in an organization is primarily economic.
   SA-Strongly Agree (5) / A-Agree (4) / N-Neutral (3) / D-Disagree (2) / SD-Strongly Disagree (1)
   SA  A  N  D  SD

Total Score [for each: SA score 5 / A score 4 / N score 3 / D score 2 / SD score 1]
Listening Style Questionnaire
(Adapted from Bone's The Business of Listening: A Practical Guide to Effective Listening)

Please respond according to your first reaction to each statement.
Circle your answer (Y, N).
When you are finished, total the Ys and Ns in the blanks at the bottom.

1. I am interested in many subjects and do not knowingly tune out dry-sounding information. Y N
2. I listen carefully for a speaker’s main ideas and supporting points. Y N
3. I take notes during meetings to record key points. Y N
4. I am not easily distracted. Y N
5. I keep my emotions under control. Y N
6. I concentrate carefully and do not fake attention. Y N
7. I wait for the speaker to finish before finally evaluating the message. Y N
8. I respond appropriately with a smile, nod or a word of acknowledgement, as a speaker is talking. Y N
9. I am aware of mannerisms that may distract a speaker and keep mine under control. Y N
10. I understand my biases and control them when I am listening. Y N
11. I refrain from constantly interrupting. Y N
12. I value eye contact and maintain it most of the time. Y N
13. I often restate or paraphrase what the speaker said to make sure I have the correct meaning. Y N
14. I listen for the speaker's emotional meaning as well as subject matter content. Y N
15. I ask questions for clarification. Y N
16. I do not finish other people's sentences unless asked to do so. Y N
17. When listening on the telephone one hand is kept free to take notes. Y N
18. I attempt to set aside my ego and focus on the speaker rather than on myself. Y N
19. I am careful to judge the message rather than the speaker, Y N
20. I am a patient listener most of the time. Y N

Total Score

Total Y _____
Total N _____

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Personal Attributes Questionnaire

1. Knowledge (what to do)

2. Skills (how to do)

3. Abilities (where to do)

4. Behavior (why to do - approach)

5. Experience (when to do)
Resource Questionnaire

1. People

2. Places

3. Things

4. Functions
Environmental Questionnaire

1. Who are your key internal customers?

2. Who are your internal suppliers?

3. Who are your key external customers?

4. Who are your external suppliers?

5. Who makes decisions that affect your fate?

6. Where is information generated that you really need to know?

7. List some contacts with whom you have not spoken in the last 3 months, but should have.
Definitions

Networking Terms
- **Network** [n] (1) an interconnected or intersecting configuration or system of components; (2) a communication system consisting of a group of broadcasting stations that all transmit the same program simultaneously; (3) an intricately connected system of things or people such as "a network of spies"; "a web of intrigue".

- **Network** [v] to communicate with and within a group; "You have to network if you want to get a good job"

Resources (Developed by SentientPoint, Inc)
- **People** - Persons or the role a person plays such as “Ralph”, “Gertrude”, “customer” or “manager”.

- **Places** - Locations, organizations or groupings of people that perform a function such as “downtown”, “corporation”, “society” or “club”.

- **Things** - Tangible or intangible non-persons such as a product, service, form, system or status.

- **Functions** - Activities performed to accomplish a specific transaction such as “pay bill” or “close meeting” or “manage team”.

Personal Attributes
- **Knowledge** - Knowing what to do - Example: Understanding your roles & responsibilities

- **Skills** - Knowing how to do - Example: Having good insight in applying your knowledge

- **Abilities** - Knowing where to do - Example: Taking the initiative to resolve unexpected and/or difficult situations

- **Behavior** - Knowing why to do - approach to work - Example: Understanding how what you are doing relates to the bigger picture

- **Experience** - Knowing when to do - Example: Understanding your personal limitations