



Qualigence
International

LEADERSHIP
INSTITUTE

Empowerment Through Action: Unleashing Your Potential to Drive Positive Change

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MINDSET
INFLUENCE
IMPACT
GUIDE





A person with long brown hair, wearing a red long-sleeved shirt, is holding a white rectangular sign in front of their face. The sign has the word "why?" written in a black, cursive, handwritten font. The background is solid black.

why?

MINDSET



**Find a job you LOVE
and you will never
work again!”**

**Find what you
LOVE in the job
you have!**



**Do you love
what you do?**



**What do you love
about what you do?**

BURNOUT



Three phases of the stress cycle:



**The
Beginning**



**The
Middle**



**The
End**

THE STACK



DEALING WITH
STRESSORS
OF LIFE



THE SETUP:

The Beginning

Who/what do you need to reframe? Most stressors are attributed to a person or people. Name them!

What about the person are you reframing?

What feelings best describe your current state of being? Angry, helpless, confused, depressed, sad, etc.

In this moment, why has _____ triggered you to feel _____?

In this moment, if you could scream at _____, what would you say?

In this moment, if you could force _____ to think, feel or do anything, what would it be?

In this moment, with no filter or constraints, what do you truly think about _____?

In this moment, what is it that you don't ever want to experience in the future with _____?



THE DRIFT: The Middle

What are the facts of the situation that triggered you?

What is the story, created by the trigger, that you're telling yourself and others?

Describe the feelings that arise when you tell yourself that. Thinking about this story I feel.....

Describe the specific thoughts or desired actions that arise for you, when you tell yourself the story.

What evidence do you have to prove that this story is absolutely true?



THE REALTY: The Middle

Is the story really true?

Are you 100% it's true?

What might be possible for you in this situation if this story was false?

Regardless of this emotional trigger and the current story about it, what do you truly want for YOU in this situation?



THE SHIFT: The End

Remember the original story you told yourself – Lets create a few other versions.

What is the ME version? What did I do?

What evidence do you have to prove that this story is true?

What is the opposite version? (Opposite of the original story)

What evidence do you have to prove this story is true?

What is the DESIRED version of the story?

What evidence do you have to prove that this story is true?

Will the original story give you what you want?

Will the me story give you what you want?

Will the opposite story give you what you want?

Will the desired story give you what you want?

Which version of the story are you choosing?



THE SHIFT: The End

Why are you choosing this story?

The trigger has been positive because.....?

What is the most significant lesson you learned from this story?

How does this lesson apply to your Physical Health?

How does this lesson apply to your Spiritual or Mental Health?

How does this lesson apply to your Relational Health?

What is the most significant insight/revelation you're leaving this reframe with?

Now seeing what you see, what action must be taken in the next 48 hours?

Why is this action a must for you?

How will you know you've completed this action?

What describes your current state of being?

INFLUENCE



Who are the
three people in
your life, that
have had the
most significant
INFLUENCE
on you?





BEST FROM

BEST FOR!

A photograph of a female teacher in a light blue blazer and pink top, smiling and giving a high-five to a young girl in a classroom. The teacher is holding a folder. The classroom is filled with other students at desks, some of whom are also giving high-fives. The scene is overlaid with a semi-transparent blue filter. The text 'The difference between manipulation and influence is INTENT.' is centered over the image in orange and white.

The difference between manipulation and influence is INTENT.



IMPACT



The Feedback Sandwich

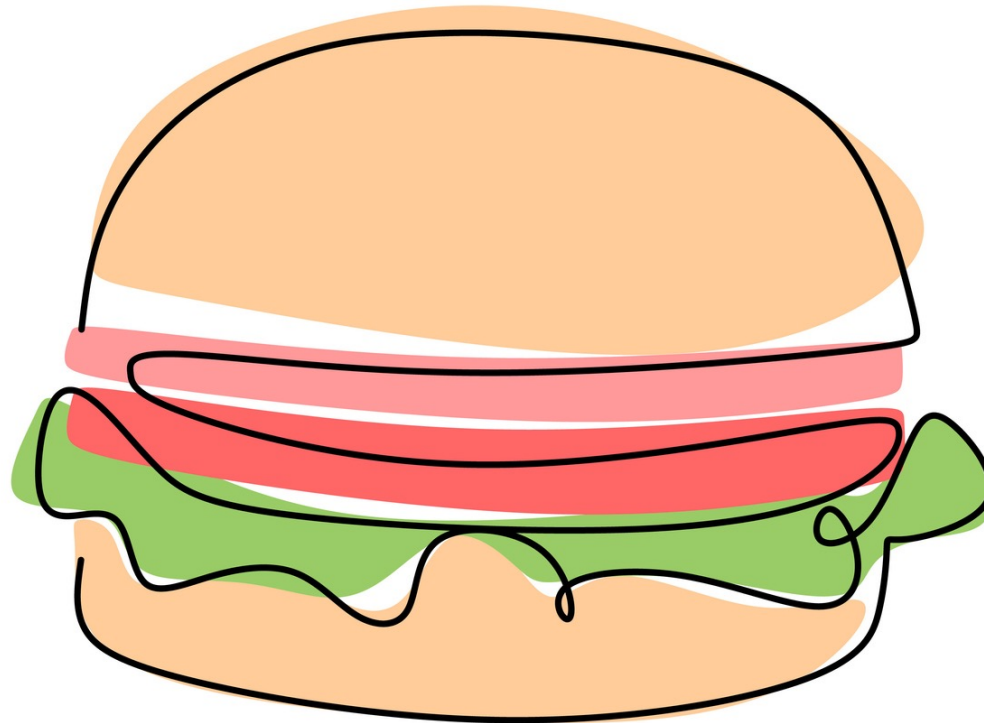
Praise



**Negative
Feedback**



Praise



Impact of this approach

- Manipulation
- Confusion
- Resentment/Distrust
- “But” Undermines Performance
- Passivity

Why do we avoid difficult conversations?

FEAR

EGO

CLARITY

PASS THE BUCK

KNOWLEDGE

Each difficult conversation is really three conversations

- The “**What Happened**” Conversation
- The “**How Do I Feel**” Conversation
- The “**How Do I Look**” Conversation

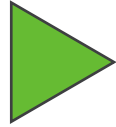


Creating a Learning Conversation

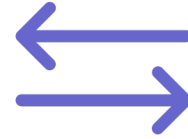




DEFINE
the purpose



BEGIN
from the third story



EXTEND
an invitation



LISTEN
from the Inside Out



SPEAK
for Yourself



REFRAME
the Discussion



TAKE THE LEAD
in Problem Solving





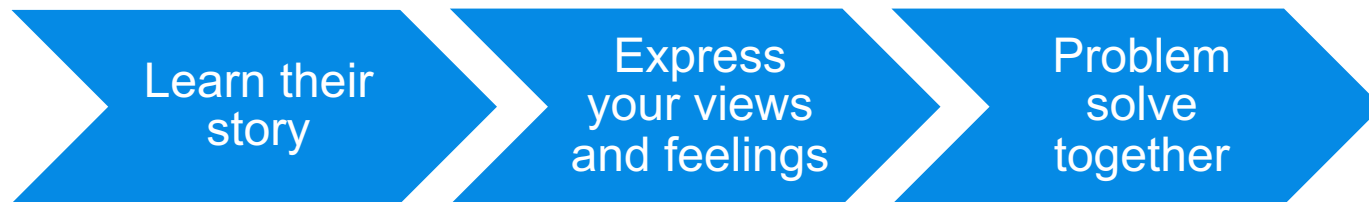
STEP 1

Define the Purpose

Define the Purpose

Ask yourself three questions

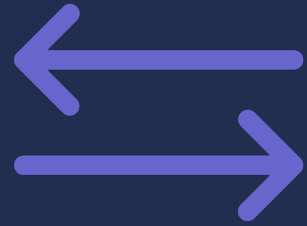
- Is the conflict the real conflict?
- Is there a better a way to address the issue first?
- Do you have a purpose that makes sense?





STEP 2

**Begin from the
Third Story**



STEP 3

Extend an Invitation



STEP 4

Listen from the Inside Out

We make assumptions

We wait to answer,
not to understand

**LEARN
THEIR
STORY**

We don't know how!

We are distracted



STEP 5

Speak for Yourself



STEP 6

Reframe the Discussion



STEP 7

Take the Lead
in Problem Solving



Take the Lead in Problem Solving

- Restate each side's most important concerns and interest
- Invent Options
- Ask What Standards Should Apply
- **Stop Driving and Start Guiding**

GUIDE



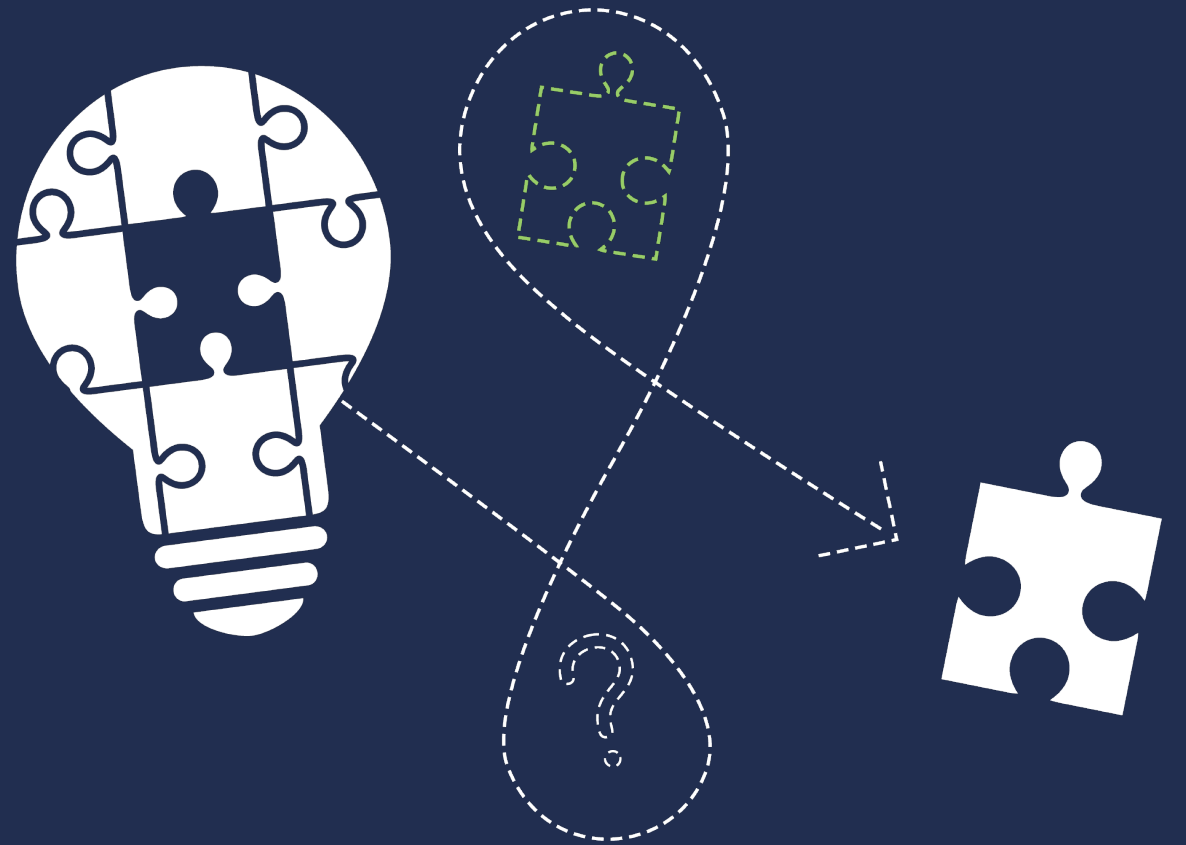
We have a

PROBLEM

with

SOLVING

PROBLEMS



STOP DRIVING



START GUIDING

THE BAKER'S DOZEN

13 Questions
to Unlock Greater
Team Performance



Where are you at?

1

2

What is working?

3

What isn't working?

4

Why do you feel it's not working?

5

What do you believe is missing?



**What do you
feel you need
next?**

6

**What do you ultimately want
in this situation?
(Define it through
SMART goals)**

7

**Why do you
want that?**

8

**What are the major
obstacles in the way?**

9



What have you done so far to push through these obstacles?

10

What were your results with that?

11

What do you still need assistance with? They usually just need clarity and permission

12

What's the one thing you can do today to move forward?

13



SUMMARY

MINDSET/SELF CARE

- Find the love in what you do
- Difference between stressors and stress
- The STACK

INFLUENCE

- Who impacted you
- Intent – the difference between influence and manipulation

IMPACT

- Difficult conversations don't need to be difficult
- Purpose – Learning conversation

GUIDE

- Don't solve other people's problems
- Bakers Dozen Questions

SCAN for Course & Downloads



REGISTER:

**DIFFICULT CONVERSATION
COURSE**

DOWNLOAD:

PRESENTATION SLIDES

DOWNLOAD:

THE BAKER'S DOZEN

THANK
YOU

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