



## Educate to Communicate

Through comprehensive approaches to unique interactions, Good Talk helps companies, cultures, and people understand human communication and become effective communicators.

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Internal and external forces drive behaviors and ultimately lead to motivation, resourcefulness, and self-efficacy. Have you ever wanted to give up, walk away, or even reengage with an individual, group, or organization? If the answer is yes, keep listening. The drivers behind these emotions are a result of the three C's: Connections, Competency, and Control. When these three forces are functioning together, holonomy exists. When one or more these forces begins to deteriorate, polarities begin to form. These forces can be analyzed and influenced to help you and others achieve common goals. When thinking about yourself and those you interact with, something you will want to consider is the examination of these internal focuses that drive behavior. After analysis you can then determine how to influence the environment to realign the forces, ultimately realigning the behaviors.

In this podcast we will explore the forces of Connections, Competency, and Control and what you can do to navigate these forces within yourself and those you interact with. As a result you will be able to encourage thinking while crafting an environment of success. These are things we have complete control and influence over. Things that can have dynamical influences within your personal and professional worlds. Listen, think, and get ready to engage in the topic of behavior analysis within yourself and those you engage with.

### Internal Forces that Drive Behaviors

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| <b>CONNECTION</b> | <p><b>Defined:</b> a relationship in which a person, thing, or idea is linked or associated with something else.</p> <p><b>Key Idea:</b> People need to have a sense of belonging and connectedness with others</p> <p><b>Question:</b> WHERE DO I BELONG?</p> <p><b>Examples of How to Build Relationships:</b></p> <ul style="list-style-type: none"> <li>-Stop by and say hello</li> <li>-Learn about them, their family, and their passions</li> <li>-Provide a data-based compliment</li> <li>-Seek advise from them</li> <li>-Treat with respect</li> <li>-Meet with them 1-1</li> </ul>   |
| <b>COMPETENCY</b> | <p><b>Defined:</b> the ability to do something successfully or efficiently.</p> <p><b>Key Idea:</b> People have a need to build their competence and develop mastery over tasks that are important to them.</p> <p><b>Question:</b> WHAT IS MY SKILL &amp;/OR CURRENT COGNITIVE LEVEL WITH WHAT I AM BEING ASKED TO DO?</p> <p><b>Examples of How to Build Competency (skill/will):</b></p> <ul style="list-style-type: none"> <li>-Value what they "can do"</li> <li>-Encourage risk taking</li> <li>-Chunk and organize information</li> <li>-Ensure the tasks are important to them</li> <li>-Find a shared article to read and explore</li> <li>-Model vulnerability and flexibility</li> <li>-Provide explicit examples</li> <li>-Build their self-efficacy</li> </ul>  |
| <b>CONTROL</b>    | <p><b>Defined:</b> the power to influence or direct people's behavior or the course of events</p> <p><b>Key Idea:</b> People have a need to feel that they are the masters of their own destiny.</p> <p><b>Question:</b> WHAT IS IN IT FOR ME IN RELATION TO CHOICE, FLEXIBILITY, AND OUTCOME?</p> <p><b>Examples of How Provide Control:</b></p> <ul style="list-style-type: none"> <li>-Provide at least 2 structured choices/option</li> <li>-Ask for their thinking before adding yours</li> <li>-Interact with positive presuppositions</li> <li>-Goal setting and action planning</li> <li>-Lead verses dictate</li> <li>-Be open to accepting their thinking and build upon it</li> <li>-Paraphrase and question to help them organize their thoughts</li> <li>-Allowing then to feel like they are the masters of their own destiny</li> </ul> |

Think about yourself or someone you engage with personally or professionally. Now think of a time you or they struggled with a situation and/or with implementation of an idea—What were the behaviors? Think back to the three C's. Which were present and strong? Which were needing attention? Based on this what could you have done to influence the situation with an effort to enhance the desired behaviors and mindsets?

As quoted by Blain Lee, "Almost all conflict is a result of violated expectation". As you think about your interactions, your goals, and the goals of those around you, remember these key ideas:

- A successful outcome will depend on two things: how you interact and how you say it
- Understand there are more points of view than yours; think flexibly
- Every conflict has a history; don't let the past taint your present perceptions and assumptions
- Be intently curious

Knowing the importance of growing and maintaining yourself and those around you, you will not want to miss the opportunity to give me a shout. We can analyze the behaviors of individuals, small groups, or an entire organization. Thinking of ways to support a culture of motivation, resourcefulness, and self-efficacy.