



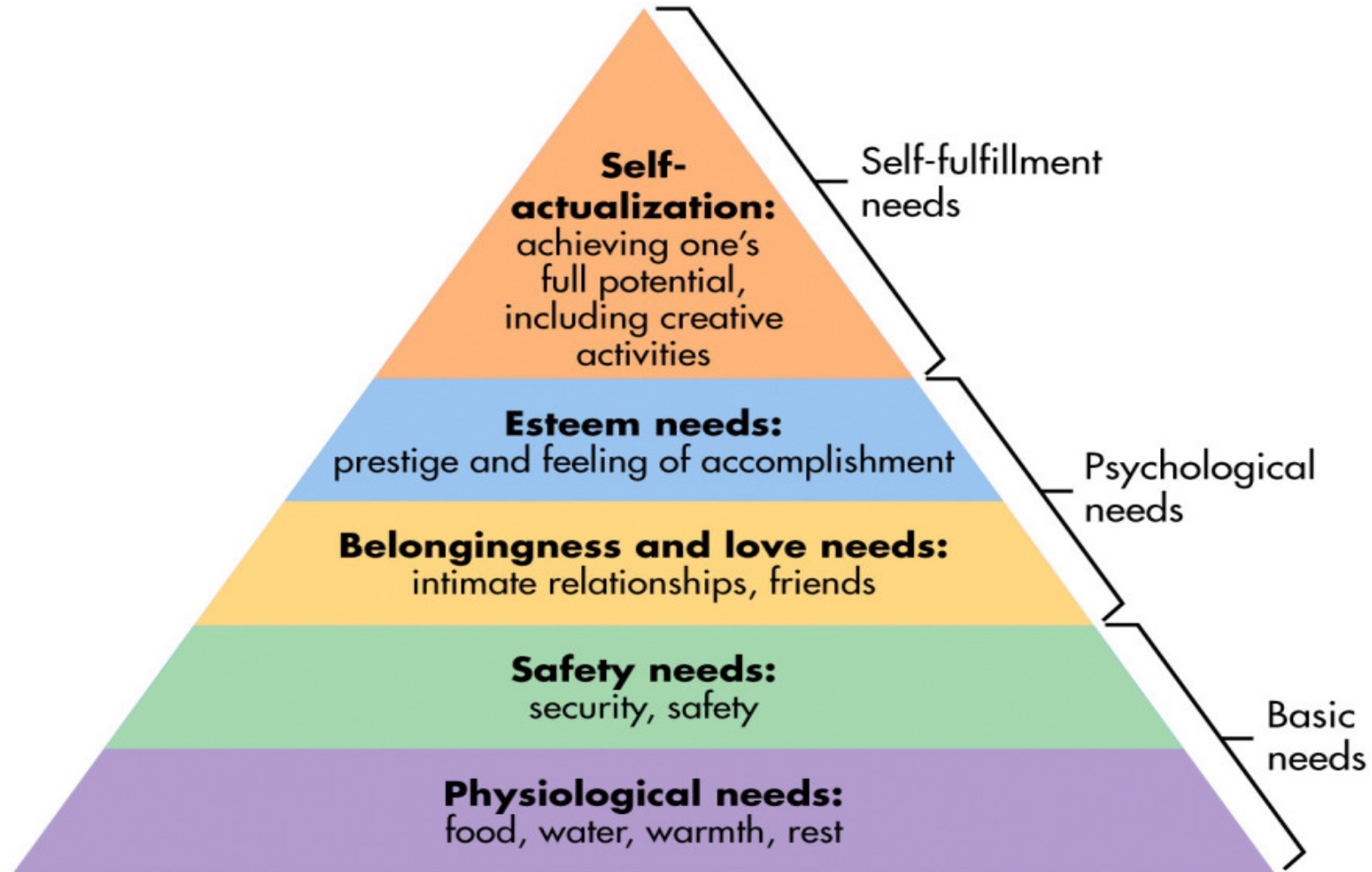
Followership, Awareness, & Feedback: Grow Your Skills in Communication

Debbie Lynn

Overview and Key Learnings

- IDENTIFY HOW AWARENESS AND FOLLOWERSHIP CONNECT & ENHANCE COMMUNICATION AND FEEDBACK.
- ABSORB SOME RESOURCES & PRACTICES TO STRENGTHEN AWARENESS IN EVERYDAY LIFE AND AS A LEADER
- TAKE IN THE FOLLOWERSHIP IN LEADERSHIP INFORMATION
- RECEIVE THE NOTION: INCREASED AWARENESS HELPS CREATE MEMORABLE MOMENTS AND A STRONGER MORE INCLUSIVE COMMUNITY

MASLOW'S HIERARCHY OF NEEDS



Introductions



Name/Eye Exchange



Anchor/Reference Activity We
Need 4-Volunteers

Anchor/Reference Activity Overview



Volunteers A, B, C, D

For each volunteer, the scenario, and the audience in the room, please be

observant noting any emotions, ideas, aha's, unpleasant or pleasant feelings or emotions that



After all four participants have returned to the room, we will discuss.



Anchor/Reference Activity Debrief Discussion & Recording



- **WHAT WERE YOUR OBSERVATIONS?**
 - **VOLUNTEER A SPEAKS**
 - **VOLUNTEER B SPEAKS**
 - **VOLUNTEER C SPEAKS**
 - **VOLUNTEER D SPEAKS**
 - **AND THEN EVERYONE ELSE**

FEEDBACK

COMMUNICATION

FOLLOWERSHIP/LEADERSHIP

LEADERSHIP THEORIES & MODELS

AWARENESS & OBSERVATIONAL

PRACTICES



Effective Feedback

- Continuous and in the moment
- Honest and conversational
- Inquisitive instead of forceful
- Based on the ultimate vision
- Specific and not general
- Descriptive not critical
- Focused on building strengths not weaknesses
- Effectively and objectively communicated
- **Self-aware and socially aware for giving and receiving**
- Bi-directional – there is a transmitter and a receiver

“Productive givers focus on acting in the long-term best interests of others, even if it's not pleasant. They have the courage to give the critical feedback we prefer not to hear, but truly need to hear...”

~[Adam Grant](#)

COMMUNICATION

THE FUNDAMENTAL SKILLS TO EFFECTIVE COMMUNICATION ARE:

- **SELF-AWARENESS**
- **SELF-REGULATION/
EMOTIONAL REGULATION**
- **CULTURAL & SOCIAL
AWARENESS-
COMPASSION/EMPATHY**
- **EXPRESS YOUR NEEDS
EFFECTIVELY**

THREE ACTIVE STEPS TO TAKE:

- **LEAD WITH PRESENCE**
- **COME FROM CURIOSITY AND
CARE**
- **FOCUS ON WHAT REALLY
MATTERS**



WE SPEAK ~125-175
WORDS PER MINUTE



WE HAVE ~ 42-55
THOUGHTS PER
MINUTE



WE LISTEN TO ~ 400-
450 WORDS PER
MINUTE



**WE MAKE MEANING
OF THE WORDS
THROUGH
OBSERVATION &
LISTENING:**



~55% FACIAL
EXPRESSIONS/NON-
COMMUNICATION



~38% HOW THE
WORDS ARE SAID
(VERBAL AND NON-
VERBAL)



~7% THE ACTUAL
WORD ITSELF (93% IS
NON-VERBAL)

Statistics of Communication

Leadership Quotes

“

“Communication works for those who work at it.”

~John Powell

”

“The art of communication is the language of leadership.”

~James Humes

Collected and collated by
Performance People Pty Ltd

ACTIVITIES

“The most important thing in communication is hearing what isn’t said.”

~ Peter F. Drucker

- EMOTION ON MY SLEEVE
- DEEP LISTENING



From www.thingsbearslove.com

Do you see any connection to our anchor activity and communication?





LEADERSHIP THEORIES AND MODELS
INTERSECT WITH STRONG
Followership/LEADERSHIP
PHILOSOPHY

PAUSE

FOLLOWERSHIP/LEADERSHIP – It's unique, it's SITUATIONAL

Courageous FOLLOWERSHIP

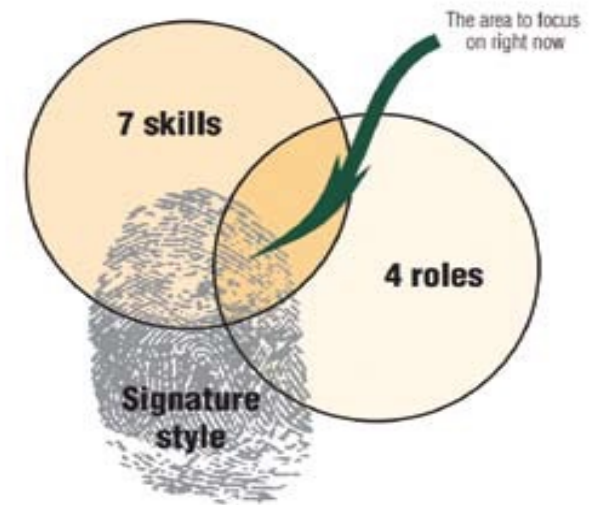


EMOTIONAL INTELLIGENCE



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National Outdoor Leadership school



Defining “Follower”

- “Follower” and “leader” are roles we play when working in partnership & Collaboration
- A follower shares responsibility for a common purpose, wants the activity and leader to succeed and works towards this end.
- Followers usually accept direction from formal leaders while influencing them to make better choices.
- Followers can dissent (express a difference of opinion) IF ACTIONS leader IS not serving the common purpose well. Mission and values are first.

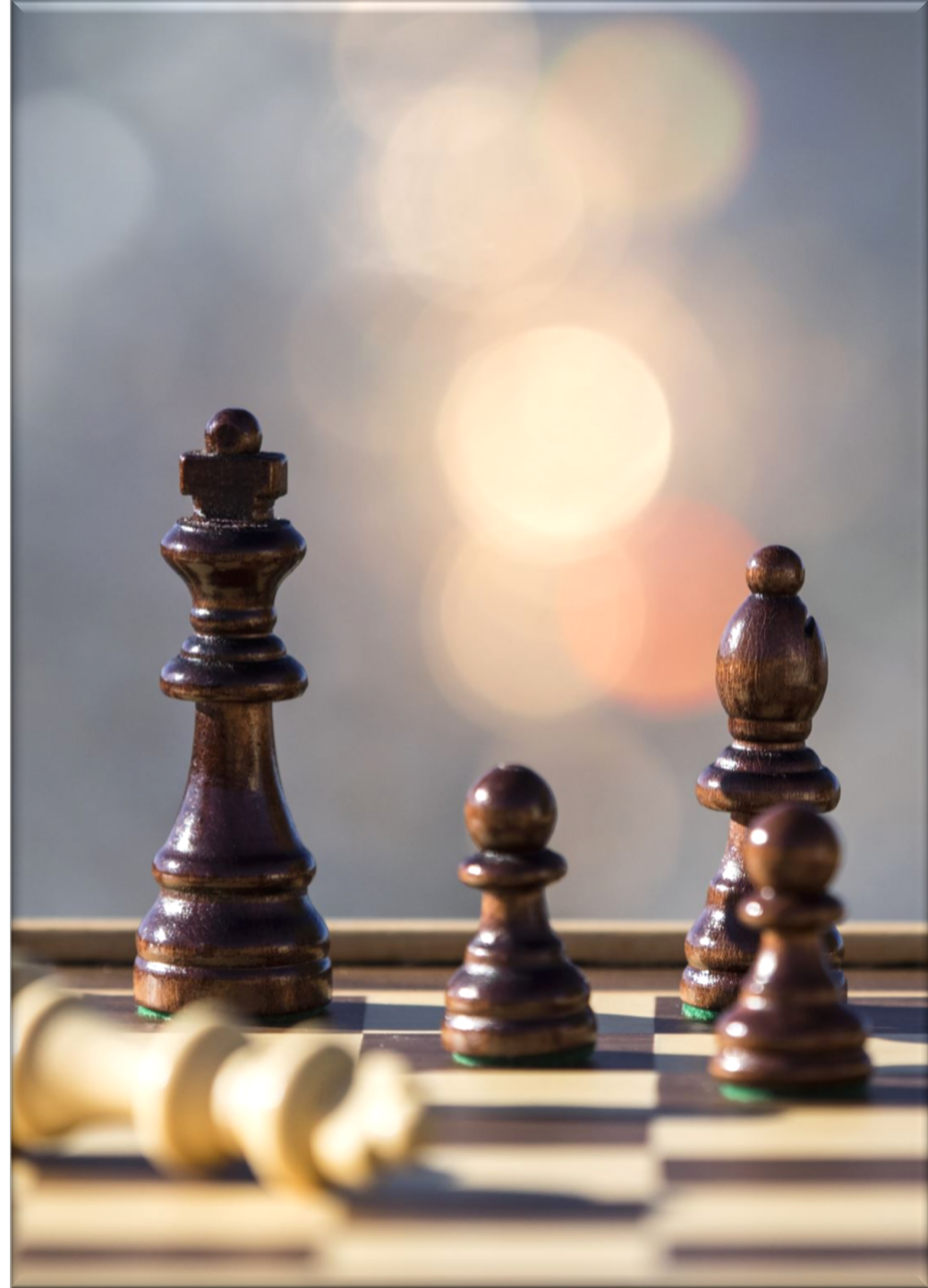


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Top CHARACTERISTICS of FOLLOWER/LEADERS

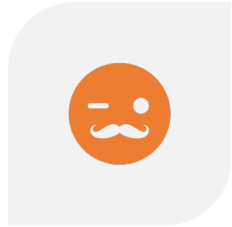


“Followership, like leadership, is a role and not a destination.”
~ Michael McKinney

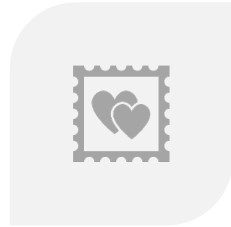


Can you see any
connection to our
anchor activity
Communication, and
FOLLOWERSHIP?





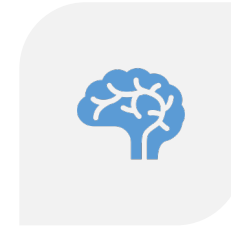
WHAT IS IT?



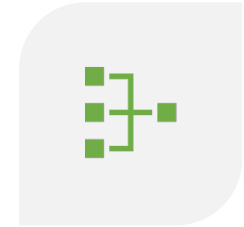
SELF-AWARENESS
UNDERSTANDING YOUR OWN
EMOTIONS, INTERNAL
STATES, AND NEEDS -
MOMENT TO MOMENT WITH
ACCEPTANCE, EMPATHY, AND
COMPASSION



SELF-REGULATION
REGULATING EMOTIONS
WITH AWARENESS OF
NERVOUS SYSTEM FLUCTUATIONS
(REACT VS. RESPOND,
UNPLEASANT AND PLEASANT)



SOCIAL
AWARENESS/CULTURAL
AWARENESS
UNDERSTANDING AND
SENSING ANOTHER PERSON'S
BEHAVIORS, FEELINGS, AND
PERSPECTIVES WITH
ACCEPTANCE, EMPATHY, AND
COMPASSION



RELATIONSHIP REGULATION

AWARENESS

- COLOR AWARENESS
- HEARING AWARENESS (MUSIC)

"LOOK PAST YOUR THOUGHTS, SO YOU MAY DRINK THE PURE NECTAR OF THIS MOMENT." - RUMI



HORIZON Awareness



Followership activity



Our successes and failures come and go—
they neither define us nor do they determine
our worthiness.”
— Kristin Neff



Being human is not about being any one particular way; it is about being as life creates you—with your own particular strengths and weaknesses, gifts and challenges, quirks and oddities.”

— Kristin Neff



REFERENCES

Chaleff, I. (2009). *The courageous follower standing up to and for our leaders* (3rd ed.). San Francisco, CA: Berrett-Koehler Publishers, Inc.

Day, D., & Gregory, J. (2017). Mindfulness as a prerequisite to effective leadership; exploring the constructs that foster productive use of feedback for professional learning. *Interchange (0826-4805)*, 48(4), 363-375.
<https://doi.org/10.1007/s10780-017-9307-0>

Goleman, D., Boyatzis, R., & McKee, A. (2013). *Primal leadership unleashing the power of emotional intelligence*. Boston, Massachusetts: Harvard Business School Publishing. Kindle Edition.

The Member Connector, International Leadership Association (March 2011). Retrieved from <http://www.ila-net.org/Members/Memberspotlight/Spotlights/2011/NOLS.pdf>

Resources

American Airlines video <https://youtu.be/FhZCLGM8v4g>

Lighthouse video <https://youtu.be/6HfBbSUORvo?t=47>

Tango is Followership Video <https://youtu.be/Cswrnc1dggg>

Mindfulness Practices MBSR

<https://palousemindfulness.com>