

Discovering Your Blend of Success

Improving Your Serve



Matt Upton
Speaking of Success

Discovering Your Blend of Success



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Growing Through “TDS”

Trouble, Disappointment, and Stress

June 20, 2017

1:45-2:45



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There are Three Continuous Activities we must Commit Ourselves to in order to overcome the TDS Syndrome. These Activities Will Increase our Souls Immune System Against the Debilitating Effects of TDS

Activity One:

Activity Two:

Activity Three:

Focus on Raising the BAR of being a “CSP” Customer Service Professional

Focus on your B _____

Focus on your A _____

Focus on your R _____



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How to Become A Super Connector to Get Things Done

“Winning the Heart before Asking for the Hand”

June 20, 2017

3:00-4:00



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The Seven Points of Connection Every Great Leader Understands

“A leader wins a heart before asking for a hand”

Learning and deploying the skill of connection is one of the most essential skills of leaders. A leader's level of mastery of connection determines the duration, quality, and depth of the team. People will stay longer, serve, and participate at greater levels to the degree that the leader deploys their skill of connection. True connection begins through the heart before asking for a hand.

1. C _____ with yourself

Do you know your strengths and weaknesses? You must know you before you can effectively know others. Becoming at home in your own skin will produce a higher level of confidence from others towards you.

2. Be _____ and _____ with others

Are you open enough to be transparent about your shortcomings? A proper level of vulnerability serves as an equalizer with others and will help others to relate to you.

3. L _____ who you are

Make sure you live what you ask. Integrity breeds trust. Trust breeds confidence and confidence strengthens connection.

4. K _____ who you are leading

Knowing those you are leading is accomplished through listening twice as long as you speak. When you know them and can meet their needs, they will connect to you and your heart. Then what is yours is theirs also.

5. C _____ where they are and in their language

How do you come across to your people? Communication is more about what others see, hear, and feel and less about what you say. If you're condescending they will begin to resent you and your intentions. When you communicate where they are, they will come to respect you.



6. B_____ in your people

It is the primary mission of a leader to set people up for success. You lead people and they are the organization, not the other way around. This means you must invest trust through time in your people before they will demonstrate loyalty to the mission and purpose.

7. Offer _____ and _____

You must be inspiring to your people as you communicate and lead them. You will gain much more ground through positive and hope-filled communication than by being negative. Even gloomy facts can be communicated with hope when thought through before being said to the team.

Learn The Language of Your Staff

Understanding our Soul

Mind	Will	Emotions
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Understanding Communication Modalities of the Soul

Modality	Description	Percentage of People
Visual	People who primarily use their eyes to perceive the world and trust the images they see as a basis for decisions	_____
Auditory	People who primarily use their ears to perceive the world and who depend on the spoken words for their information that determines their behavior	_____
Kinesthetic	People who “feel” their way through their experiences. They use their feelings to make their life decisions	_____

Actively Listen

- A. Be present
- B. Paraphrase
- C. Ask Questions that encourage a Sentence Answer
- D. Avoid Judgment
- E. Talk Less, Listen More

Create Connective Communication

1. Ask what's working well
2. Ask what can we do to get even better
3. Ask what would be the "Ideal"
4. Ask what do you believe is the best way to continue this growth

- ✓ Praise Progress
- ✓ Focus on What's Right
- ✓ Use “Yes And”, “Yet” rather than “But”



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Be sure to express your gratefulness to the following Industry Partners for facilitating me being here this year.



*at
booth #311*

and



Dick at Dick@dickandjanebakingco.com

Or

*Call/Text
248.797.4777*



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How To Serve Through Connective Communication



*June 20, 2017
4:15-5:15*



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How To Serve More People Through Connective Communication

- Gate #1 Everyone wants C_____
- Gate #2 Everyone needs U_____
- Gate #3 Everyone needs L_____ and A_____
- Gate #4 Everyone wants to be S_____
- Gate #5 Everyone needs to G_____ and P_____
- Gate #6 Everyone wants to be a C_____
- Gate #7 Everyone experiences F_____
- Gate #8 Everyone is a bit V_____
- Gate #9 Everyone is a bit A_____
- Gate #10 Everyone is a bit K_____
- Gate # 11 Everyone experiences the effects of going to the _____
- Gate # 12 Everyone has their own P_____ or D_____

Everyone
Lives behind
Their own walls



Staying in Connection:

I look forward to remain in connection with you. When there is anything I can do for you, just ask.

Call or text me anytime: Direct: 916.708.8103

Email me at: success@mattuption.net

Look at my website at: www.mattuption.net

Connect with me on Facebook: facebook.com/Mattspeaksofsuccess

Follow me on Twitter at: @MattUptonSOS

Participate in my call in show:

Slices of Success every Tuesday morning

Time: 6:30-7:05am (pct)

Call in number: 712.770.4010

Participation Code: 788638

Watch: Facebook Live as well

***To listen to the most recent broadcast call 712.770.4019 and use 788638 as your pass code



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Choose Your Day

Moaning Monday

Tragic Tuesday

Whining Wednesday

Terrible Thursday

Frustrating Friday

Sulking Saturday

Sad Sunday

Or / Or

Satisfaction Saturday

Fabulous Friday

Tremendous Thursday

Winning Wednesday

Thoughtful Tuesday

Majestic Monday

Set-Up Sunday

Choose Your Day

To download more copies of Choose Your Day go to mattupton.net/free-resources/choose-your-day/

People, Circumstances, Mistakes, Falling, not Disappointments choose our day. We Do!



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Today's Evaluation
ILSNA

I attended Overcoming TDS How to Connect with Staff Connective Communication

(Optional) Yes, I would like to be added to the email news and events list

I am an LG I am a Director of LG's Asst Director of LG's Manager of LG's _____

My Name is: _____

My Cell Phone number: (____) _____-_____ Alternate Phone: (____) _____-_____

My Email is: _____

I am interested in working with Matt call me email me

Enhance future Presentations by answering the following questions:

(7 being great, 1 being "what were you thinking?")

Over all presentation: 7 6 5 4 3 2 1

Beneficial in my career: 7 6 5 4 3 2 1

Presenter: 7 6 5 4 3 2 1

What insights did you receive from today's presentation that will benefit your Career, Family, or where you volunteer your time? _____

What are some additional benefits you would like to share with me about today's presentation? _____

What would you tell me to absolutely continue to do as a presenter and or about the presentation? _____

Matt I would like to recommend you to contact the following people and speak with them about collaborating with them to build great people:



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