



My hair is on fire

and I can't find the extinguisher!

Kerri Burchill, PhD









Being Authentic is Dynamic



Perspective



Own it!



Be your Authentic Self




You are the Whole Package



Agenda

- Your influence
- Table Talk
- Authenticity & biology
- Spin
- ASKhole™ Traps
- Strategies
- Wins



Bringing Your Most
Authentic Self to Your
Biggest Challenges

Own our Influence



Amy Cuddy – Researcher

Own our Influence



Own our Influence



What are your top 3 priorities?



What insights from today will help you?



Table Talk

How will you apply insights
your from today to achieve
your top 3 priorities?

10 minutes



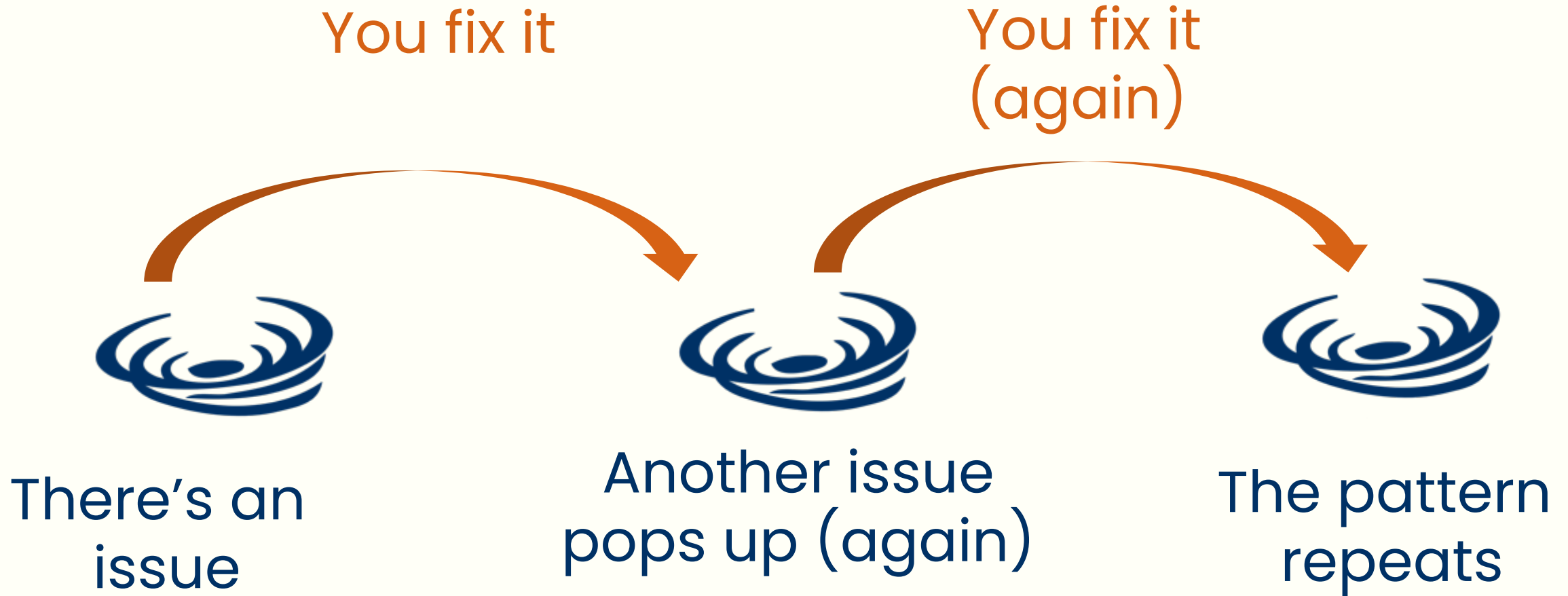
Roles:

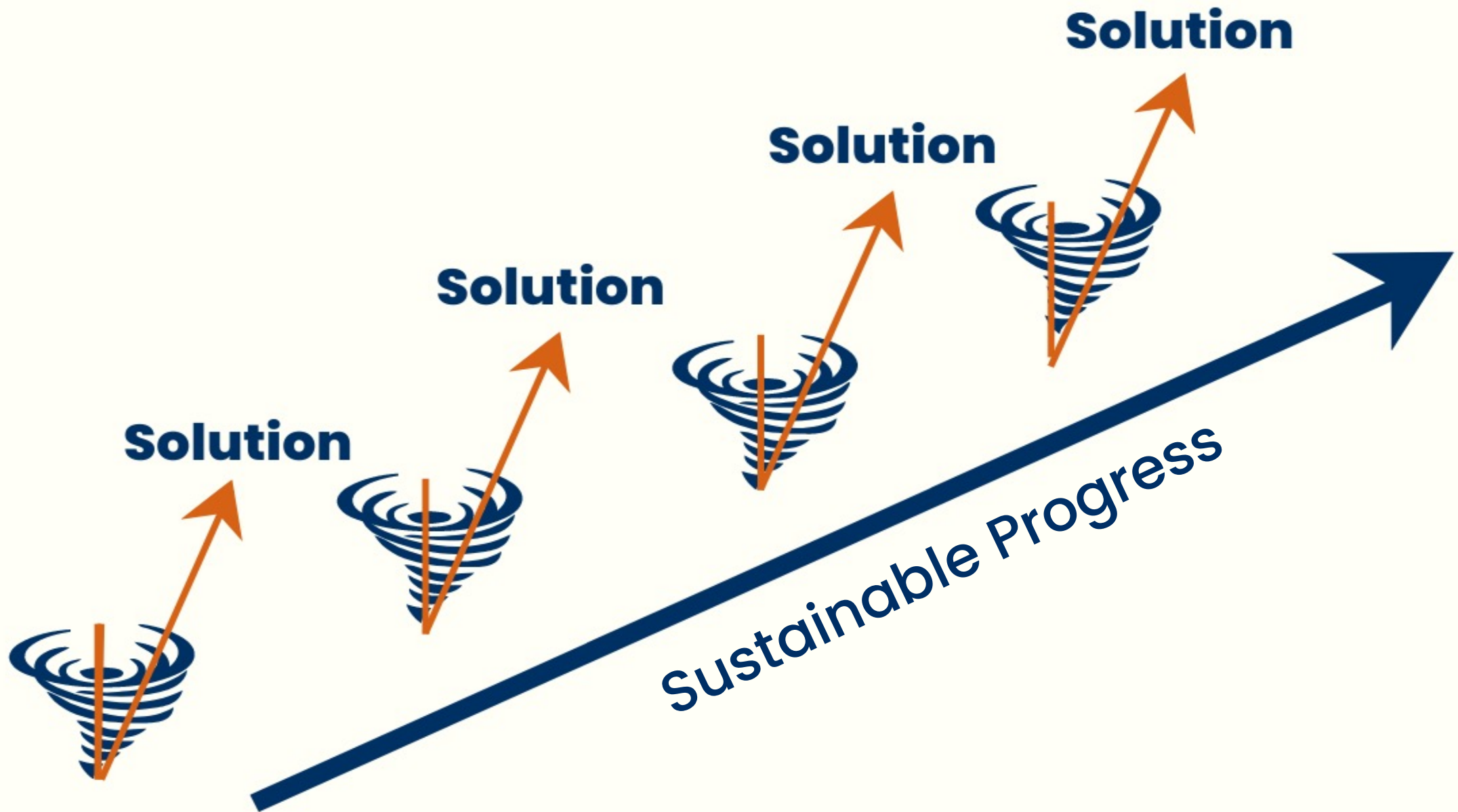
1. Task master
2. Timekeeper
3. Big group debriefer

The Spin



The Day-to-Day Spin





We have influence

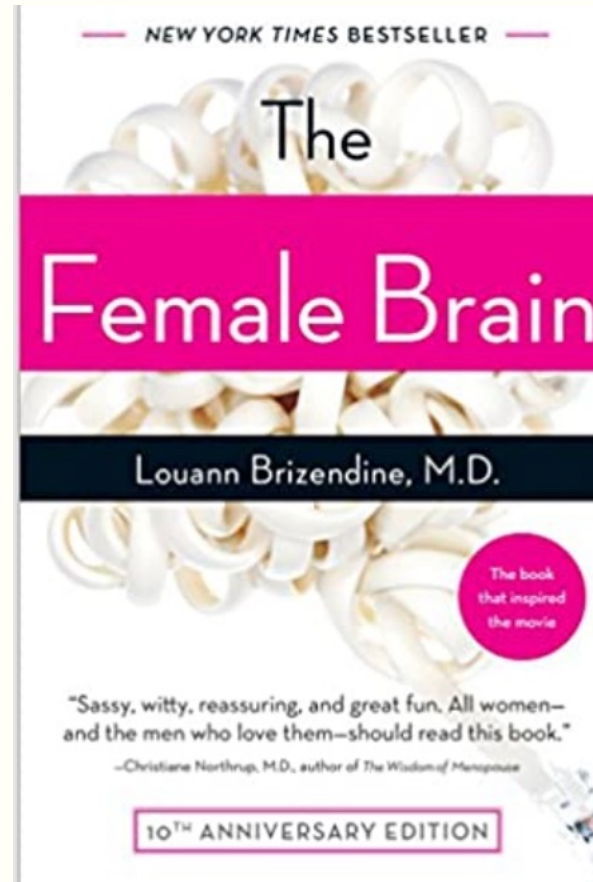


Authenticity & Biology

“When we deny the influence of biology on the brain, we begin fighting our own nature” (Brizendine, pg. 6).



Fun Facts about Females



Fabulous at Expressing Emotions



and at remembering the details of emotional events. (pg.5)

11% More Neurons



devoted to language and hearing.

More Focused on Relationships



pg. xvii

Nearly Psychic Capacity



to read faces and
tone of voice for
emotions
and state of mind.
(pg. 8)

Anxiety is 4x More Common in Women



pg. 132

Anxiety

... allows females
to focus on the
danger at hand
and respond
quickly to protect.
(pg. 132)



Fear



Females find it harder to suppress their fear in response to anticipation of danger or pain. (pg. 132)

Emotions

Hearing

Reading

Expressing

Remembering

Language

Danger

Pain

Protect

Channel Grandma,

who turns 104 in August!



Social Contact

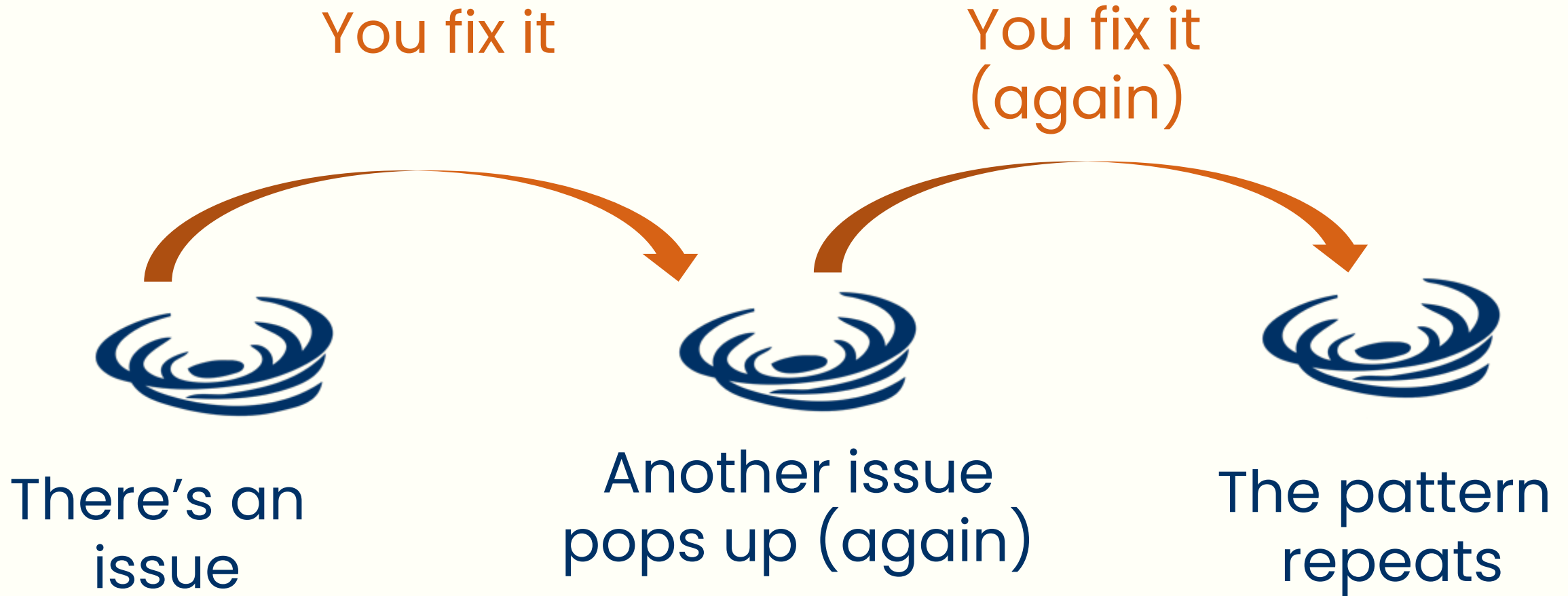


The minute social contact is gone and the oxytocin and dopamine bottoms out, she is in emotional trouble. (p.41)

Overcoming Your Biggest Challenge



The Day-to-Day Spin



Root Cause of ASKhole™ Behavior

The Spin



ASKhole™ Definition

The employee who finds an issue and asks you (the leader) to fix something that **they could fix**

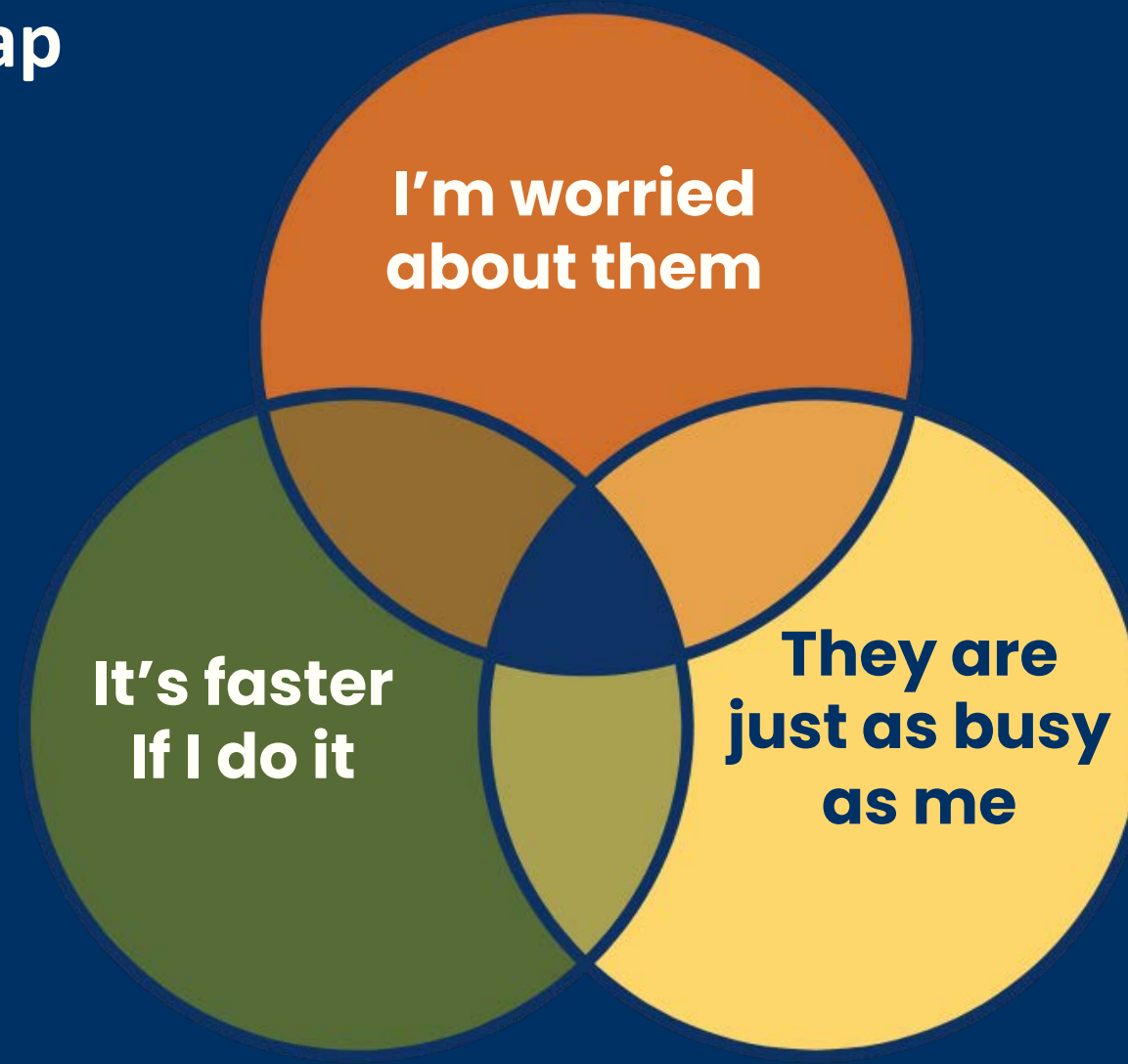


... then complain or seem unhappy when it is not fixed their way!

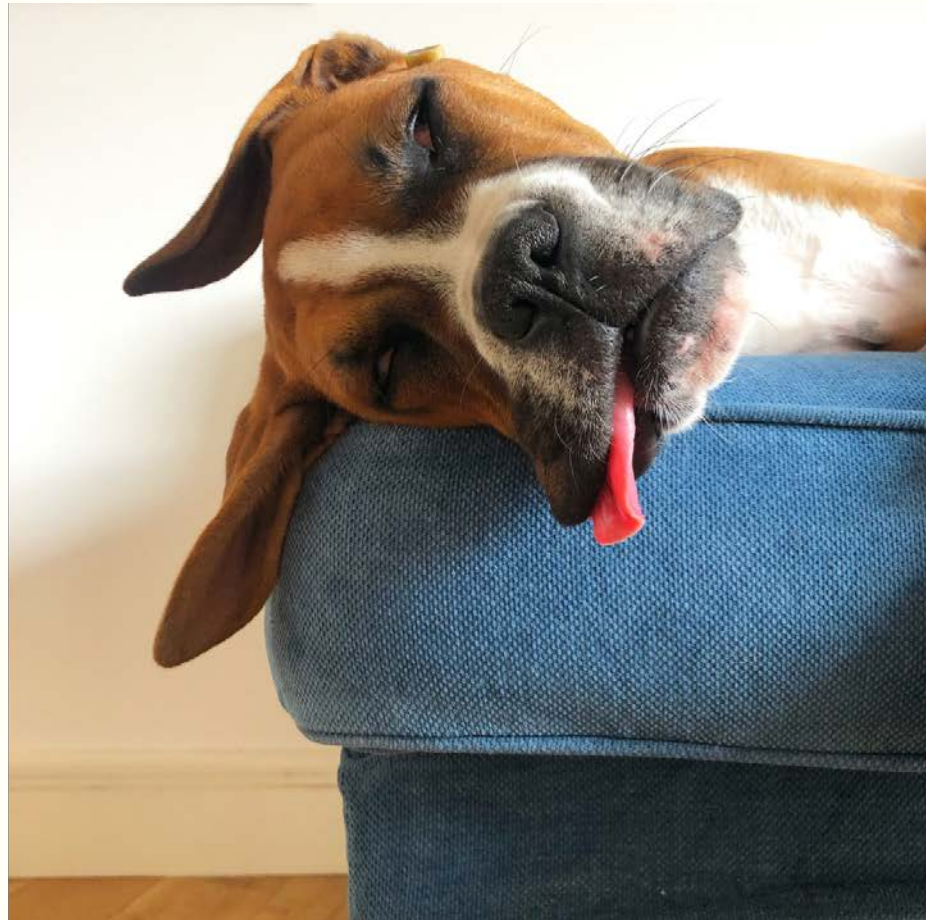
The ASKhole™ Trap



Why leaders fall into the ASKhole™ Trap



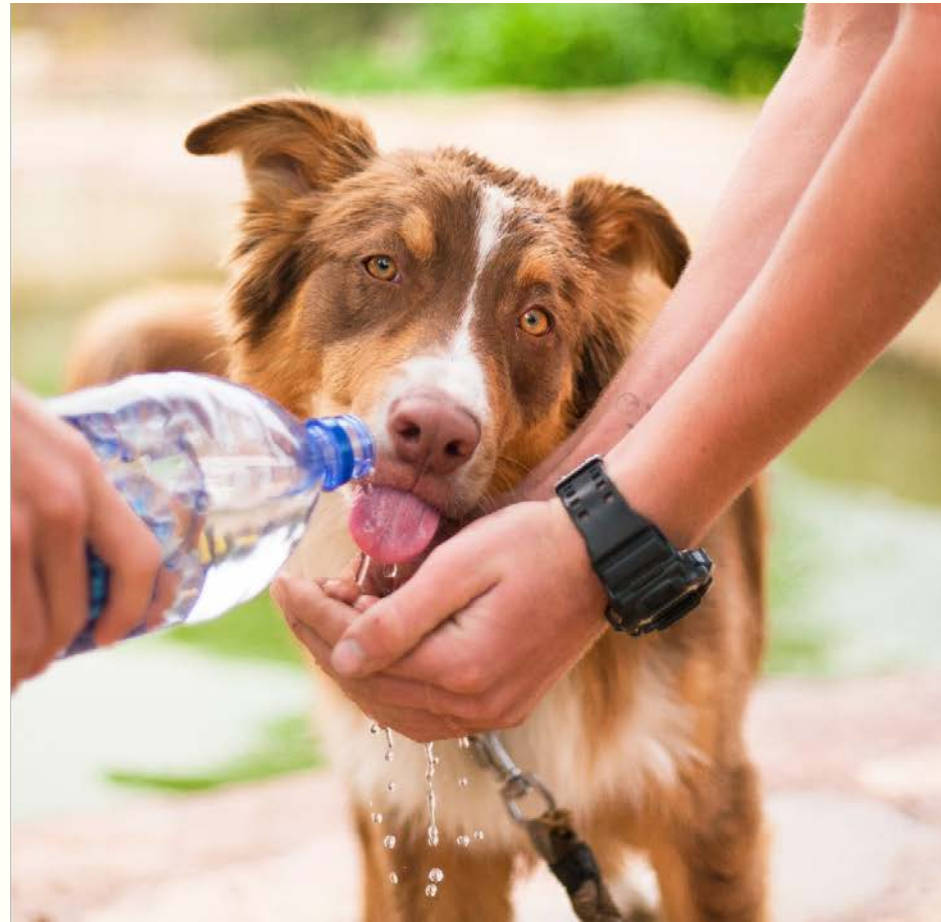
Leading out of the ASKhole™ Trap is NOT



What Leading out of the ASKhole™ Trap is NOT



Of course
you still serve, care, help . . .



Servant Leadership Being a Servant



Peer Support Team

OUR MISSION

To provide All Employees with “The 3 C’s” of support.

Care

Compassion

Confidentiality

Whenever you decide

Wherever you want to talk

Whatever you need to talk about

Because we all want to be better at taking care of each other.

Everyone stumbles but no one should walk alone!!!

TABLE of CONTENTS

Peer Support Team (PST) Program Overview

- Purpose
- Structure
- Role of Program Supervisor
- Expectations of Team Members
- Confidentiality Guidelines
- Membership
- Selection Process
- Compensation
- Term of Appointment
- Code of Ethics and Removal Process
- Training Requirements
- Reporting Requirements

Code of Ethics

PST Contact Utilization Form

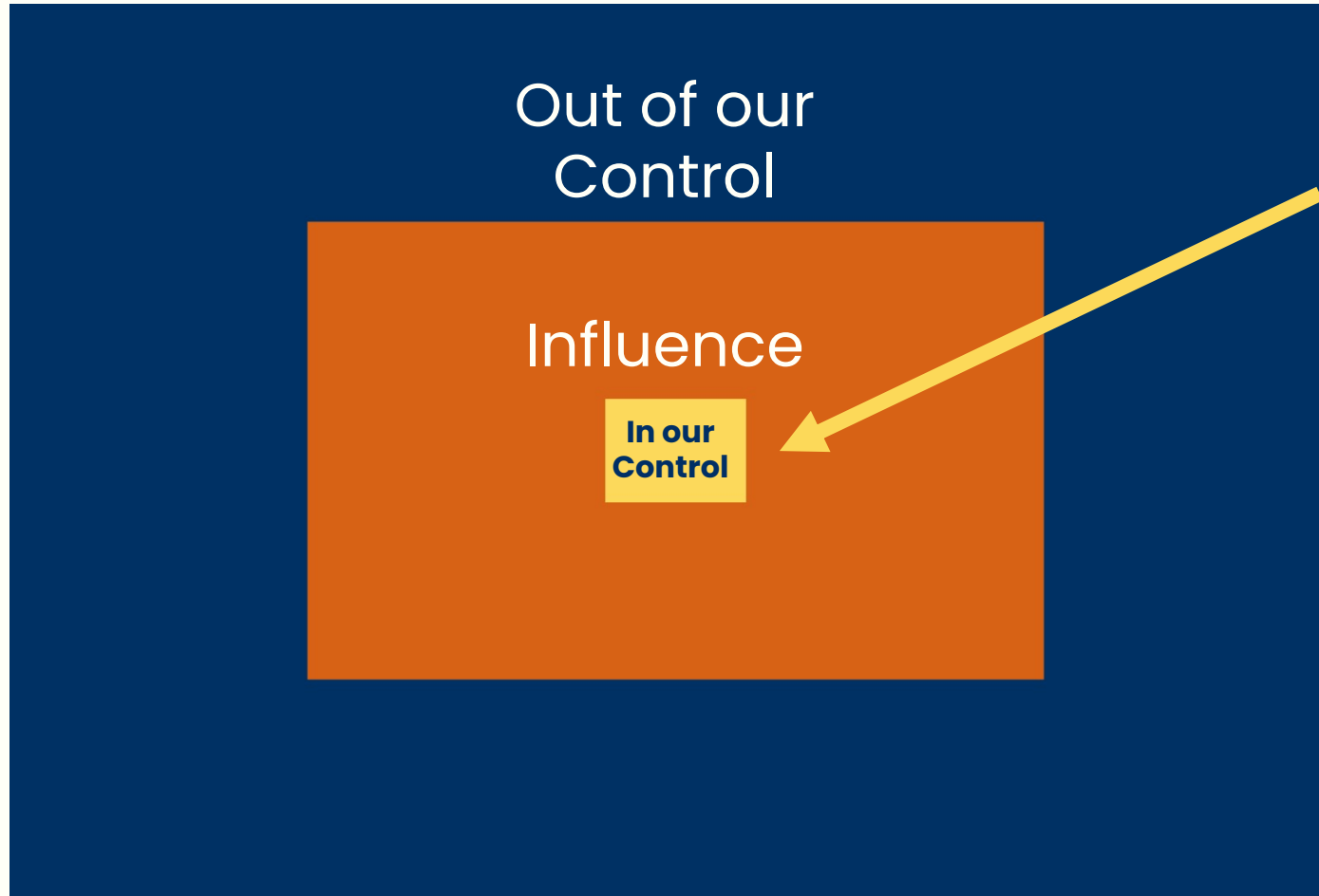
Appendix

- CPD Critical Incident Policy
- Line-Of-Duty Death
- Chaplaincy Program

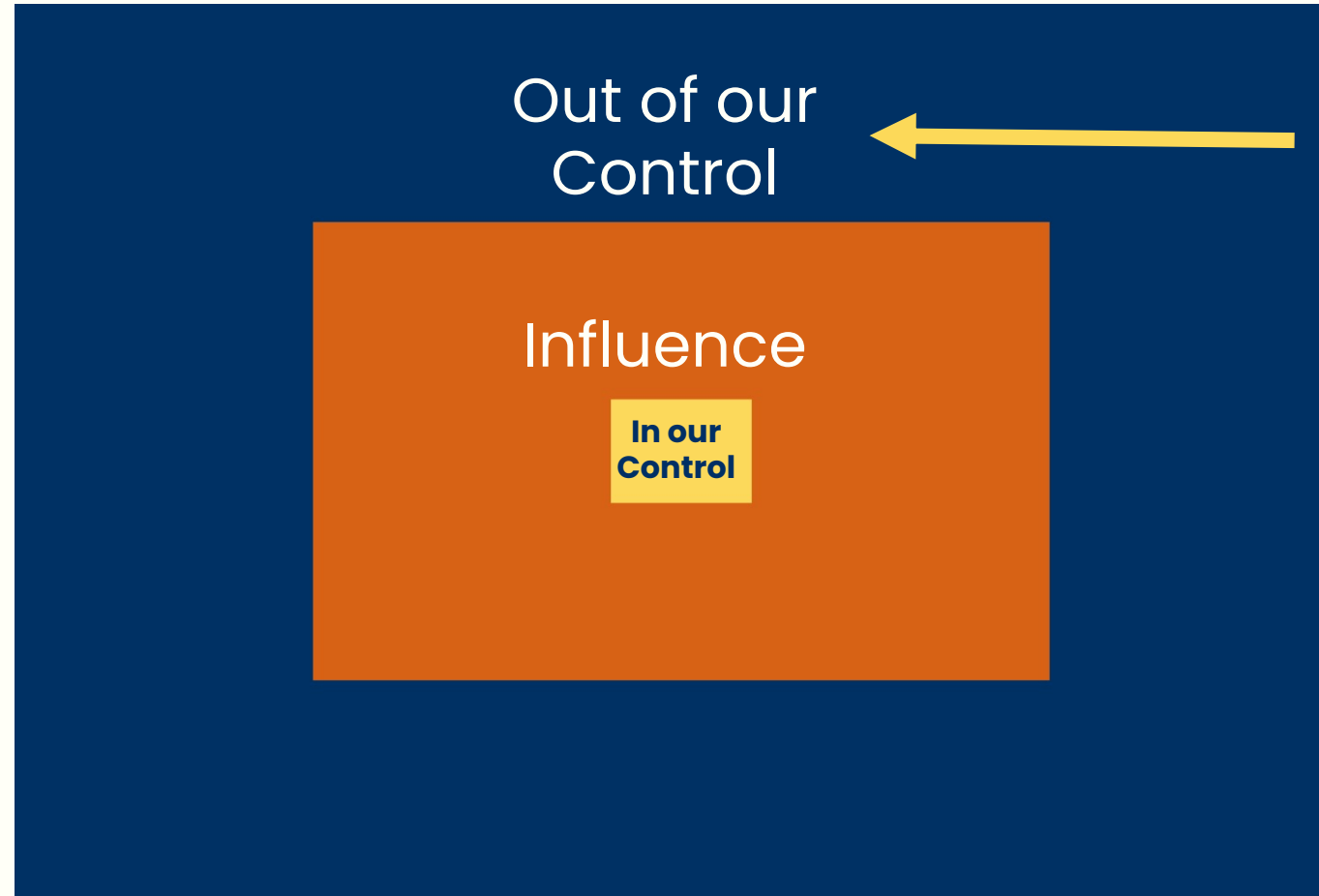
Falling into the ASKhole™ Trap Impacts Employees



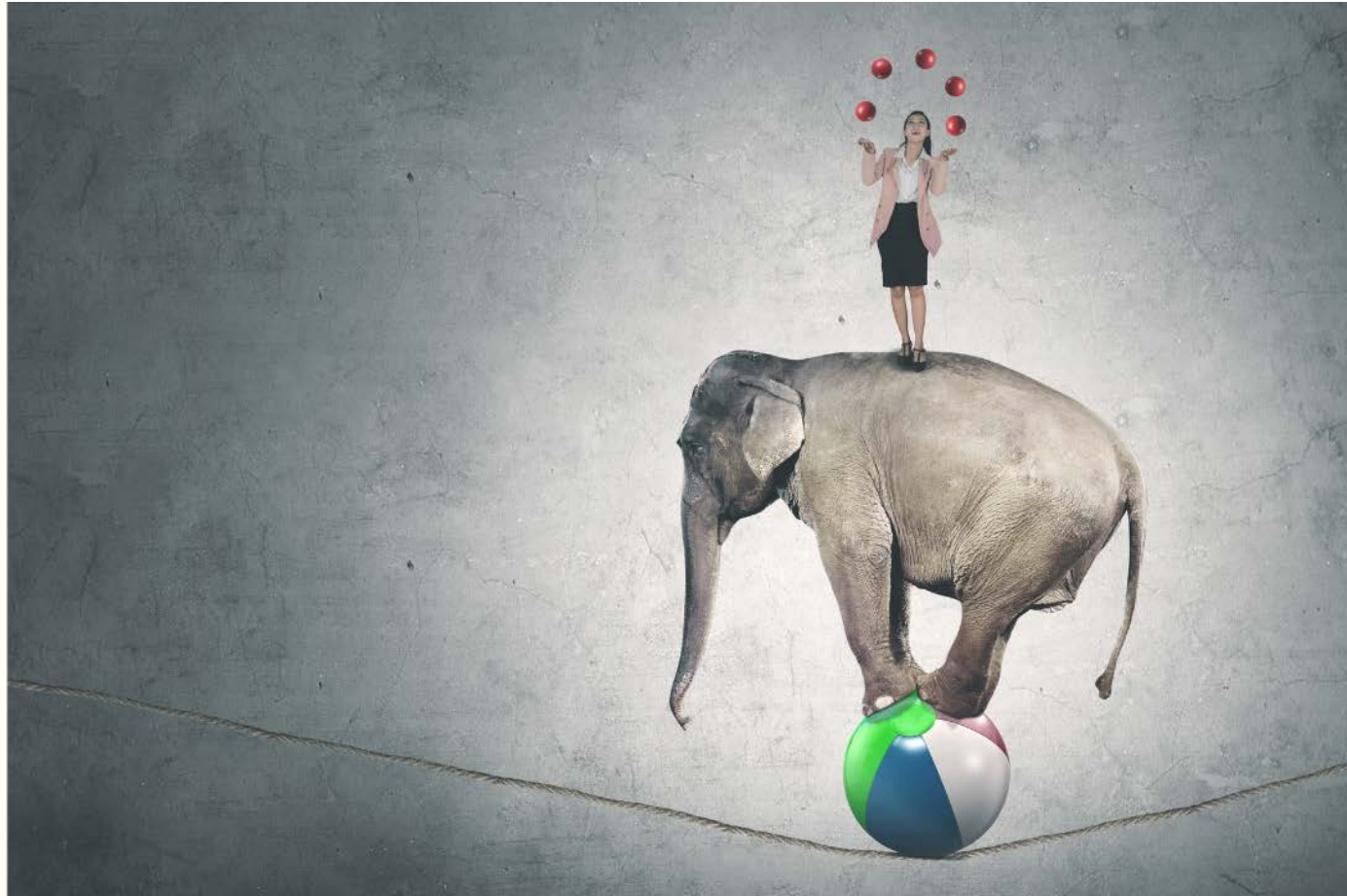
Helping them control what they can control




Where we Typically Spend our Time



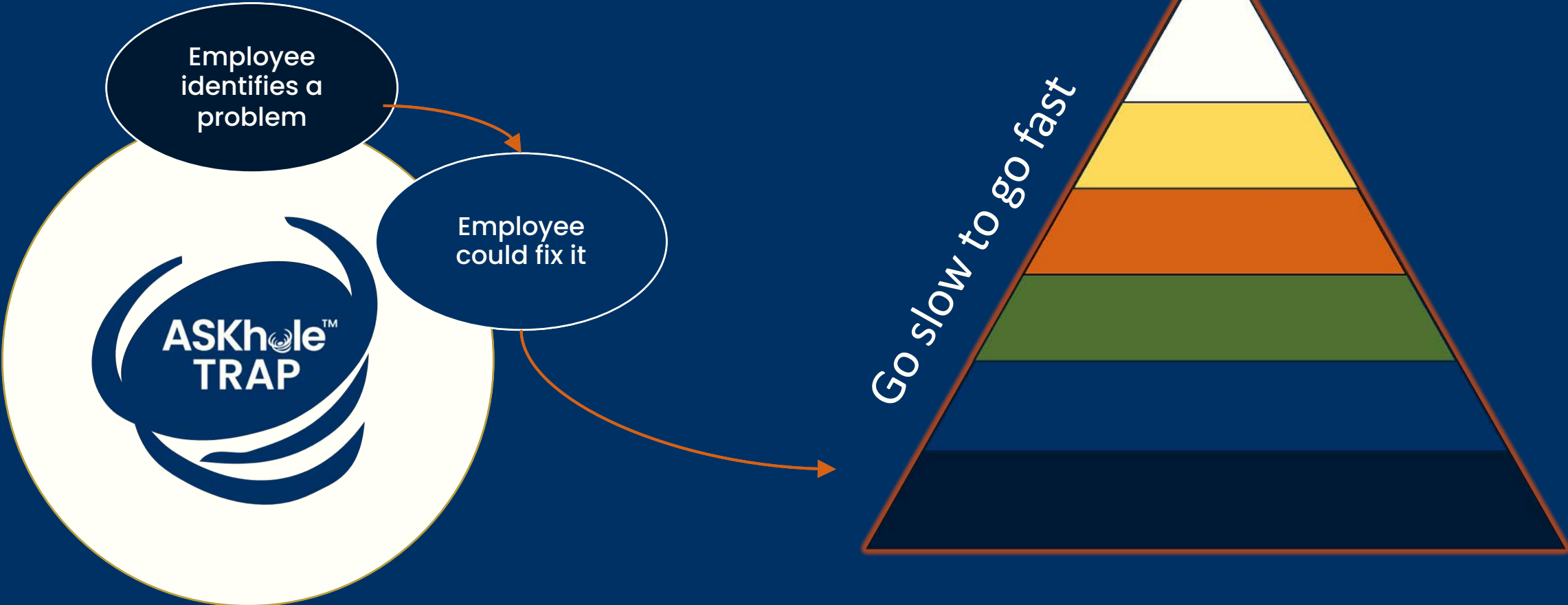
We Teach What we Tolerate



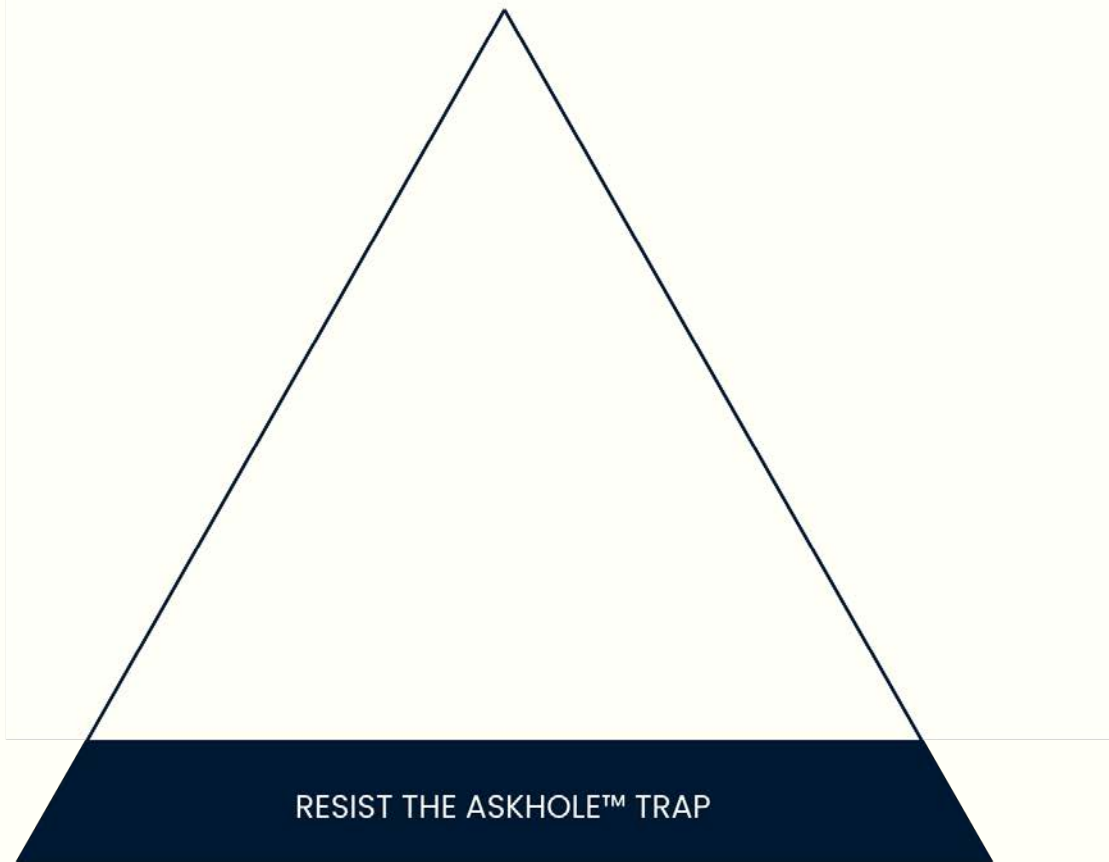


**Bringing Your Most
Authentic Self to Your
Biggest Challenges**

Leading out of the ASKhole™ trap



#1



Give Yourself Permission to Feel

Askhole™ Trap

- Irritated
- Resentful
- Dragged down
- Unsurprised

Authentic Leadership

- Excited
- Optimistic
- Energized
- Refreshed

Observe your Actions

Askhole™ Trap

- Quick response
- Stay later
- Do it yourself

Authentic Leadership

- Slow down to think
- Delegate
- Grow others

#1



Summary

- Permission to feel
- Observe your actions

#2



Listen to the Person's Words



Passive listening



Active listening

Degrees of Active Listening

Repeating

Using speaker's
exact words

Paraphrasing

Using speaker's
similar words

Reflecting

Using your own
words

Listen to the Behaviors



Listen Between the Lines



What do you think their spin about?

#2



Summary

- Listen to the words
- Listen to the behaviors
- Listen between the lines

In a Nutshell



No fixing

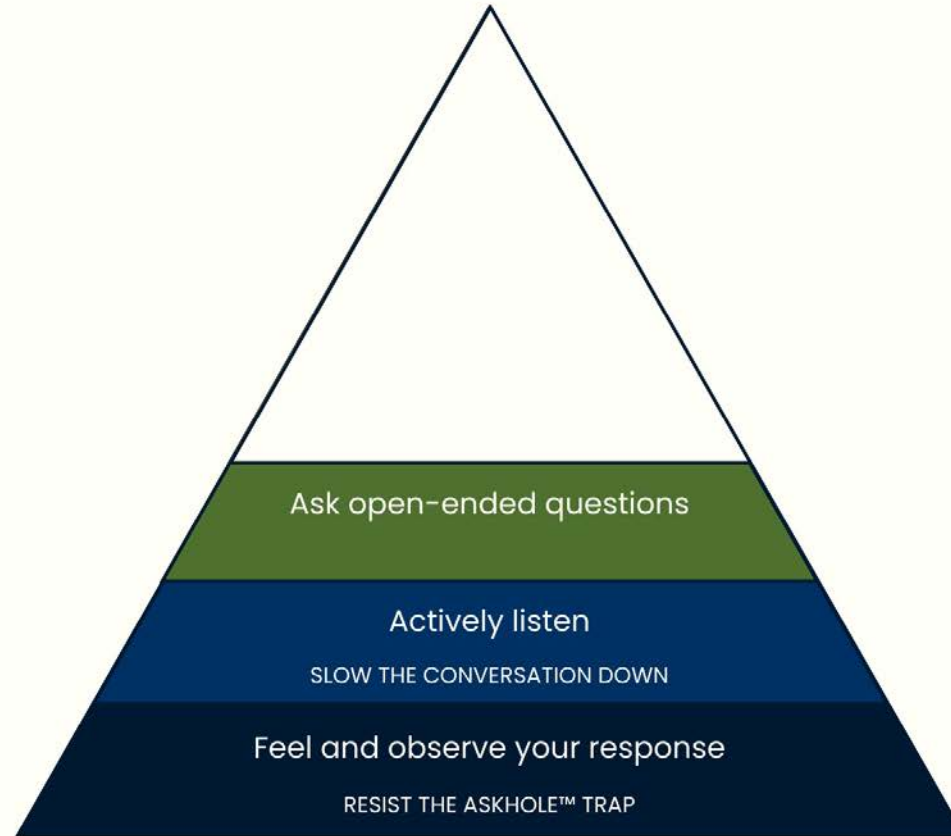


No telling

Who has an example of an ASKhole™ behavior?



#3



Ask open-ended questions

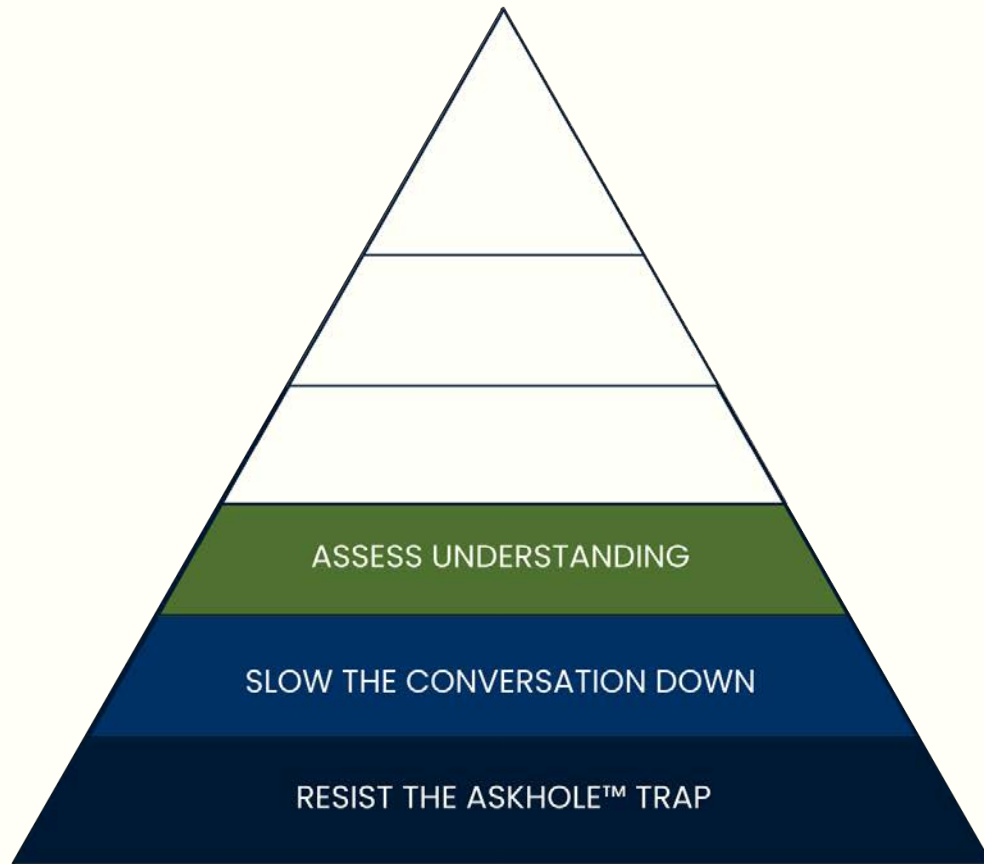


Summary

Ask open-ended questions

- What
- How





**Slow down
to go fast**

Lean into it!



Stay Connected





Kerri Burchill, PhD

I help leaders and teams slow down to go fast so they can navigate messy, dynamic situations and achieve ambitious goals.

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