

Diaper CEO



1. Communicating with Emotional Discipline (2 hours)

„It is only when you meet someone of a different culture from yourself that you begin to realise what your own beliefs really are.”

- George Orwell

Leadership discussion: Communicating across cultures

- What communication adjustments for language barriers have you witnessed?
- Why do High and Low-Context Cultures exist? How must this shape your communication?
- What requirements for personal effectiveness have you discovered in your own life?

Language in use:

- False friends
- Expressions of politeness and respect

Desired outcome:

When communicating with people of different backgrounds, reading between the lines and using appropriate language saves time, energy, and money. Back-tracking to smooth ruffled feathers is minimized, even eliminated.

Recommended materials:

The Culture Map, Erin Meyer (pages 29–60)

2. Building Trust (2 hours)

„Self-actualizing people have a deep feeling of identification, sympathy, and affection for human beings in general. They feel kinship and connection, as if all people were members of a single family.”

- Abraham Maslow, Psychologist

Leadership discussion: Calibrating your approach to others

- What causes you not to feel kinship with others?
- How has success disadvantaged you, and life changes and experiences advantaged you, in dealing with others?
- What have you learned about people who are consistently difficult?
- How do you make other people feel „felt”?

Language in use:

- Definition of ambiguous terms: empathy, feelings, respect, humility, vulnerability
- Showing respect for people’s situations – what does respect look like?
- Asking questions without invading privacy – what does privacy look like?
- Modal verbs: don’t have to, don’t need to, needn’t have done, didn’t need to, needn’t do

Desired outcome:

Appropriate questioning techniques and precise vocabulary allow leaders to reach team members’ emotions, to build honest and trusting relationships, without drowning in the swamps of touchy-feely neediness and unintended innuendo.

Recommended materials:

Just Listen, Mark Goulston (pages 45–63)

3. Managing the Loud and Quiet (2 hours)

„Most inventors and engineers I've met are like me – they're shy and they live in their heads. They're almost like artists. Artists work best alone where they can control an invention's design without a lot of other people designing it for marketing or some other committee.”

- Steve Wozniak, Apple Co-Founder

Leadership discussion: When opposites aren't attracting

- The teamwork fetish: what are the benefits of forcing opposites into the same tiny box?
- Do intellectual property rights have a place in teamwork?
- Collaboration without theft – how can theft take place? What is the cost?
- Giving negative feedback to people from High-Context and Low-Context Culture – how to eliminate without decimating?

Language in use:

- Useful phrases to put people at ease when correcting and improving
- Keeping the good separate from the bad – making people hear and respond
- Avoiding tentative language – be clear on what to change and how to move forward

Desired outcome:

Productivity is essential. Allowing team members freedom to work according to their intrinsic thinking patterns need not be inefficient; if properly managed, it will result in higher engagement and intrinsic motivation.

Recommended materials:

The Culture Map, Erin Meyer (pages 61–88)

Quiet: The Power of Introverts, Susan Cain at TED Talk

HBR IdeaCast: Restoring Sanity to the Office, Jason Fried

4. Mastering Work Habits (2 hours)

„You have two eyes, two ears, and one mouth and you should use them accordingly.”

- Epictetus, Stoic Philosopher

Leadership discussion:

- Understanding people's strategies to form good/bad habits – tools to prevent procrastination
- How can office rituals and routines be put to advantage?
- Mastering the art of practical meetings – what is practicality?
- Prioritizing, accepting pushback, saying “no” to irrelevant, misguided projects – how does cowardliness destroy value?

Language in use:

- Expressions of resistance, consideration, willingness, gladness and perseverance
- Language used during Habit-Forming Negotiation scenarios
- Helping employees express themselves

Desired outcome:

Forming lifelong work habits is dramatically superior to exercising mere willpower. Helping one's team exert control over professional routines leads to healthier personal routines, a constant cycle of regeneration.

Recommended materials:

Better Than Before, Gretchen Rubin (pages 15–30)

The End of Procrastination, Petr Ludwig (pages 75–94)

Why Work Doesn't Happen at Work, Jason Fried at TED Talk

5. Understanding Why Certain Motivators Fail (2 hours)

„Hiring A-players isn't a science. I sometimes hire B-players or even C-players. I enjoy working with these, often for a very long time. I help them become A-players. This can seem like a little bit of a science, but it's not. We're all humans.“

- Martin Norling, LOS Founder & CEO

Leadership discussion: Success can be almost effortless

What kinds of motivation problems will you have if you're doing everything in 1-4?

- How do we fairly motivate people of different ages and trades?
- Capitalizing on personality strengths and liabilities – can diversity be effectively corralled?
- Conflict prevention and resolution – how do we separate the wheat from the chaff?

Language in use:

- Describing realistic objectives, action plans and measurable outcomes
- Conflict scenario language

Desired outcome:

Identifying and coordinating a team's various motivations is necessary for reducing potentially inflammatory situations. Timely and well-articulated discussions put out forest fires.

Recommended materials:

The Surprising Truth about Motivation, Daniel Pink at TED Talk

HBR IdeaCast: How to Resolve Conflict, Jill Corkindale

Simon Sinek on Millennials

Contact Information

L.O.S. Language Online Services

Prague, Czech Republic

Tax Identity: CZ7705230291

Identification Number: 71532153

Website: www.languageonlineservices.com

E-mail: norling@languageonlineservices.com

Mobile Phone: +46 730 477 458