

LINDSAY BOCCARDO

Big Bright Future





When has life thrown you a curveball?

How did you get through it?

ATTITUDE:

A habitual response to the events in our lives.



I Can't Adult Today.

Please Don't Make Me Adult

KEEP ROLLING YOUR EYES

**MAYBE YOU'LL FIND YOUR
BRAINS BACK THERE**



**Maybe I'll just slam the breaks.
That will get everyone to pay attention!**





HERE TO
HELP

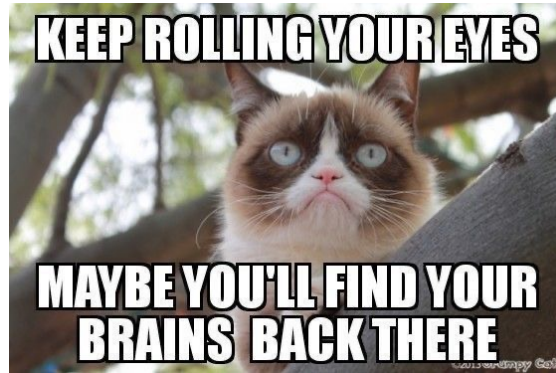
**What happens when we just keep giving
and giving and giving and giving...**

**And giving and giving and giving and
giving and giving and giving and giving
and giving and giving and giving and
giving and giving and giving and giving
and giving and giving and giving and
giving and giving and giving and
giving and giving and giving and
giving and giving and giving?**

Overwhelm and
Avoidance



Anger and
Confrontation



Coping and
shoving down
feelings



Compassion and
serving others

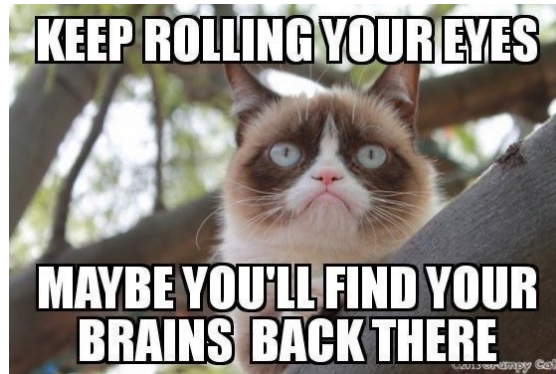


How do you habitually respond to challenges?

Overwhelm and
Avoidance



Anger and
Confrontation



Coping and
shoving down
feelings



Compassion and
serving others



These responses are normal!



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Businesses started during depressions or economic crises:

- Coors (Depression of 1873)
- Costco (recession in the late 1970s)
- Revlon (Great Depression, 1932)
- General Motors (Panic of 1907)
- Procter & Gamble (Panic of 1837)
- United Airlines (1929)
- Microsoft (recession in 1973–75)
- LinkedIn (2002, post-dot-com bubble)
- Fortune magazine (ninety days after the market crash of 1929)
- FedEx (oil crisis of 1973)
- UPS (Panic of 1907)
- Walt Disney Company (After eleven months of smooth operation, the twelfth was the market crash of 1929.)
- Hewlett-Packard (Great Depression, 1935)
- Charles Schwab (market crash of 1974–75)
- Standard Oil (Rockefeller bought out his partners in what became Standard Oil and took over in February 1865, the final year of the Civil War.)

Holiday, Ryan. *The Obstacle Is the Way* (p. 46).

The winds of change are blowing:

- Technology
- Speed of communication
- Leadership standards





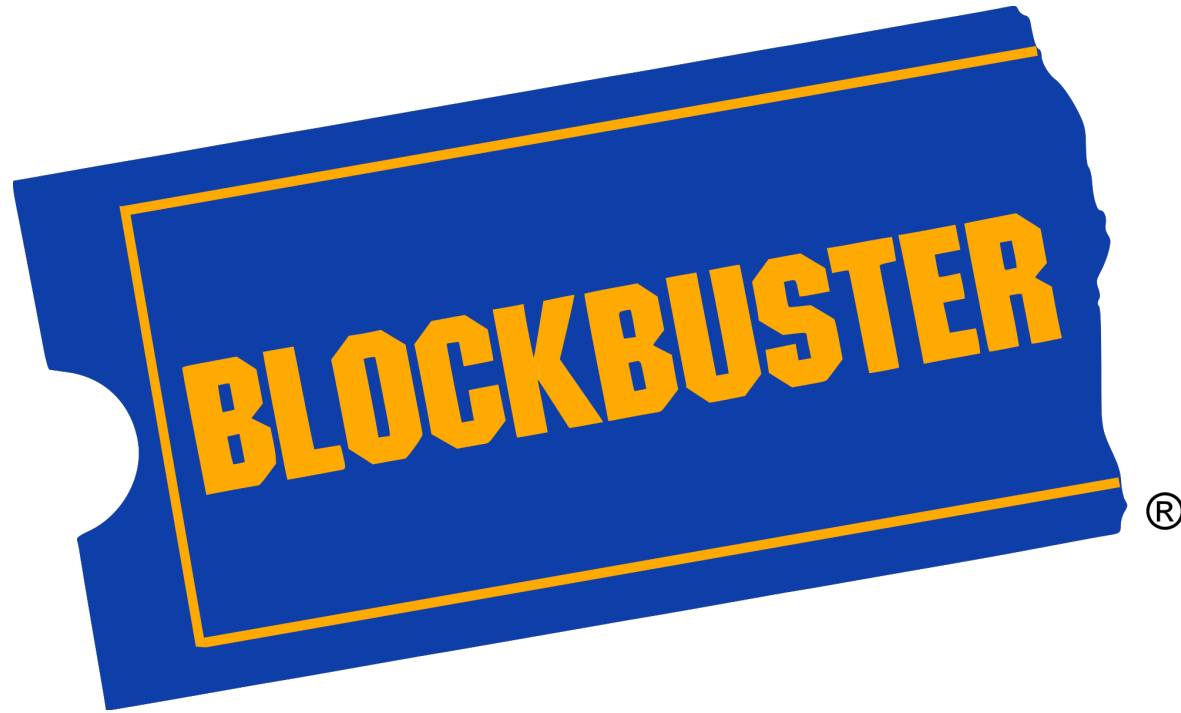


The Oregon Trail





You have died of dysentery.



NETFLIX

Team Challenge:

In 30 seconds, write down as many pieces of outdated technology as you can think of as a team.



The winds of change are blowing:

- Technology
- Speed of communication
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Macintosh, Apple, US, 1984

The innovative Macintosh—Apple's second attempt at a GUI-based personal computer, following the failure of the Lisa—was a small, self-contained personal computer with a much-improved, Alto-like graphical desktop. Graphic designers, artists, and educators quickly adopted it.

Sign On



AOL
Instant
MessengerSM

Screen Name

<New User>

Password

xxxxxxxx

Save password

Auto-login



Help



Setup



Sign On

Version: 3.0.1415



LINDSAY BOCCARDO

Enter label:

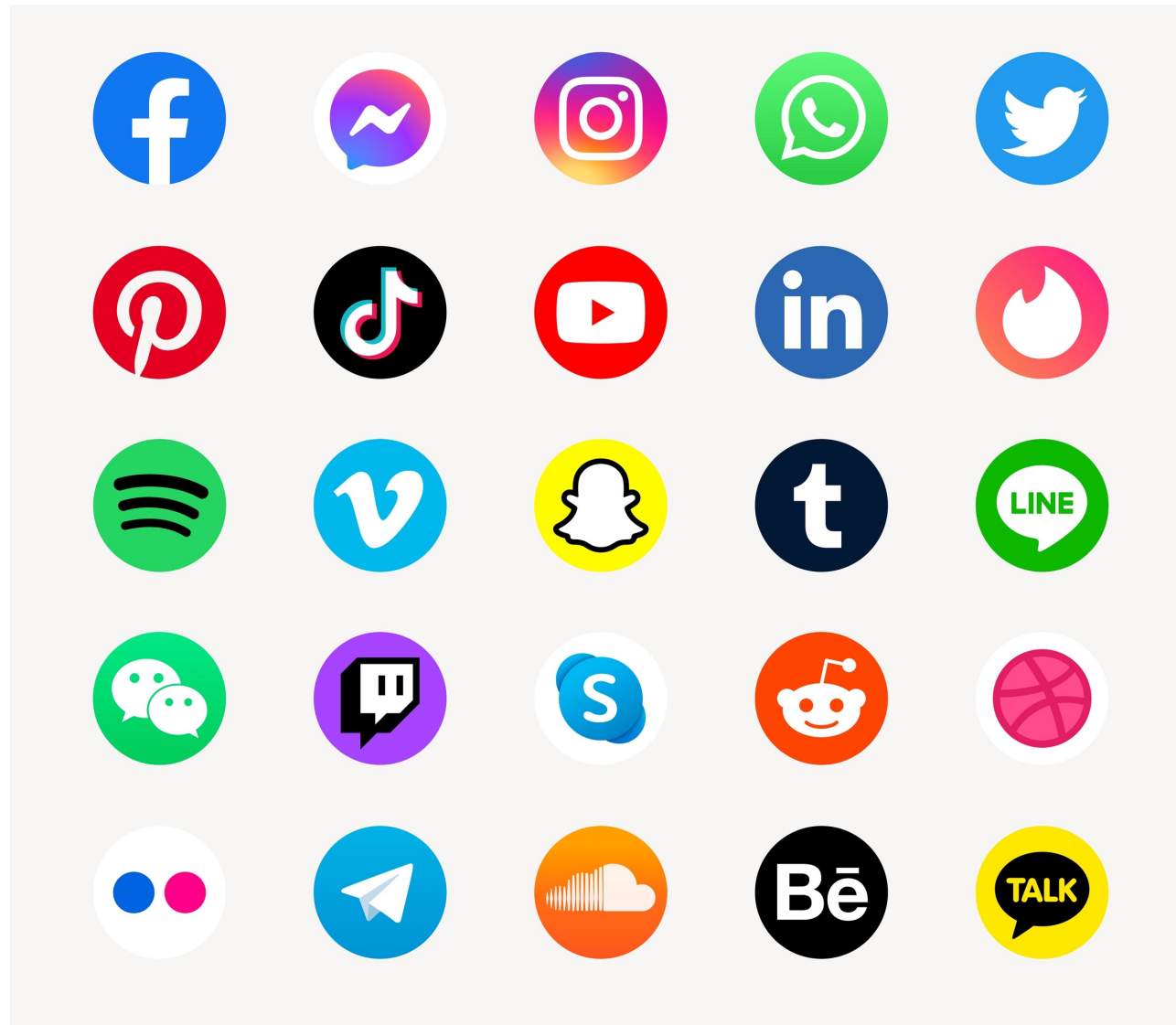
Enter new Away message:

A **A** A A A B I u link

**don't cry because its over,
smile because it happened"**

Online Lik

- ▼ Buddies
- ▼ Family (0/
- ▼ Co-Worke
- ▼ Offline (0/





TikTok





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The Client Experience



Are we listening?

The winds of change are blowing:

- Technology
- Speed of communication
- Leadership standards

Leadership Evolution

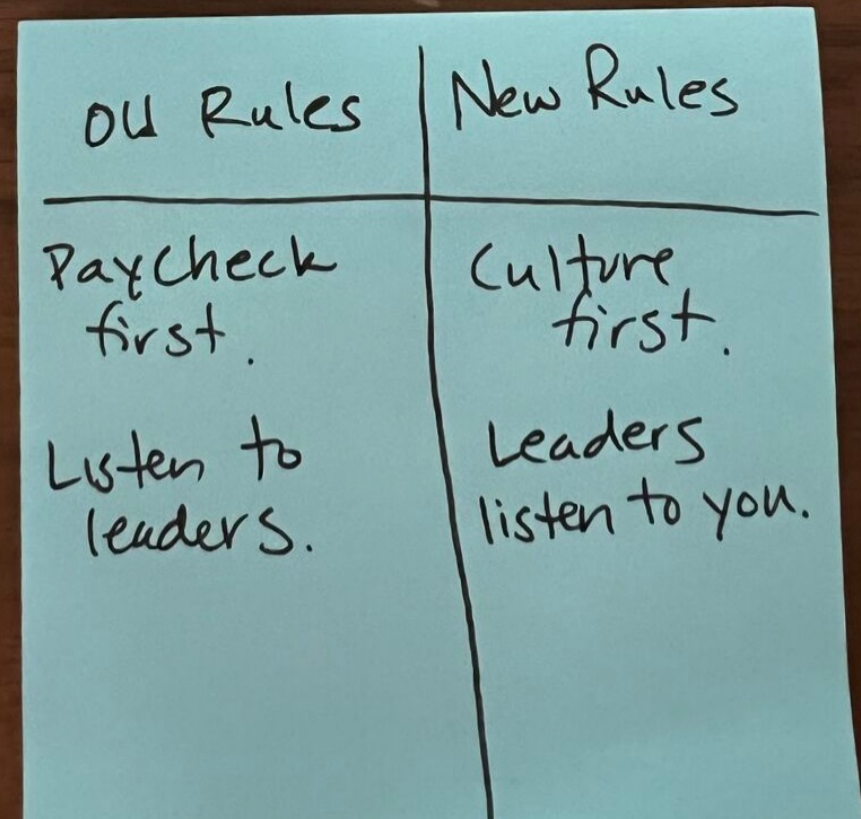
1920's	1940's	1960's	1980's	2000's
Leadership is the ability to impress the will of the leader on those led and induce obedience, respect, loyalty, and cooperation.	Leadership is the result of an ability to persuade or direct men , apart from the prestige or power that comes from office or external circumstance.	Leadership is acts by a person, which influence other persons in a shared direction.	Leadership means to inspire others to undertake some form of purposeful action as determined by the leader.	Leadership is the process of influencing others to understand and agree about what needs to be done and how to do it, and the process of facilitating individual and collective efforts to accomplish shared objectives.

Leadership Evolution

Leadership acumen is now measured by your ability to transform a diverse group of humans into a cohesive, effective, and compassionate team.

Team Challenge:

- Make a chart of the lessons your parents and teachers taught you about work and leadership.
- See if those lessons need an update or if they still stand today.



Old Rules	New Rules
Paycheck first.	Culture first.
Listen to leaders.	Leaders listen to you.



Will you be the leader you never had?



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I will co-create a Big Bright Future by:

- Staying open to change
- Show up with patience
- Listening to others
- Growing my skillset to match evolving technology
- Remaining flexible
- Choosing to see obstacles as opportunities
- Being the leader I never had



Let's stay connected!



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LINDSAY BOCCARDO

Level Up:

Create Your Big Bright Future with
Coaching and Communication Skills



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Five coaching skills:

- Pause your perception
- Choose curiosity
- Listen on three levels
- Validate and acknowledge
- Ask open-ended empowering questions

Partner Challenge/Chat Challenge

- Write the caption for this picture...





LINDSAY BOCCARDO









Five coaching skills:

- Pause your perception
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Curiosity vs Judgment

Curiosity vs Judgment

- Asking questions to understand
- Assuming good intent
- Choosing to slow down to get to the truth and take care of people

Curiosity vs Judgment

- Asking questions to understand
 - Assuming good intent
 - Choosing to slow down to get to the truth and take care of people
- Giving advice immediately
 - Mind reading
 - Going fast to get it done and not considering how it impacts others “steamrolling”

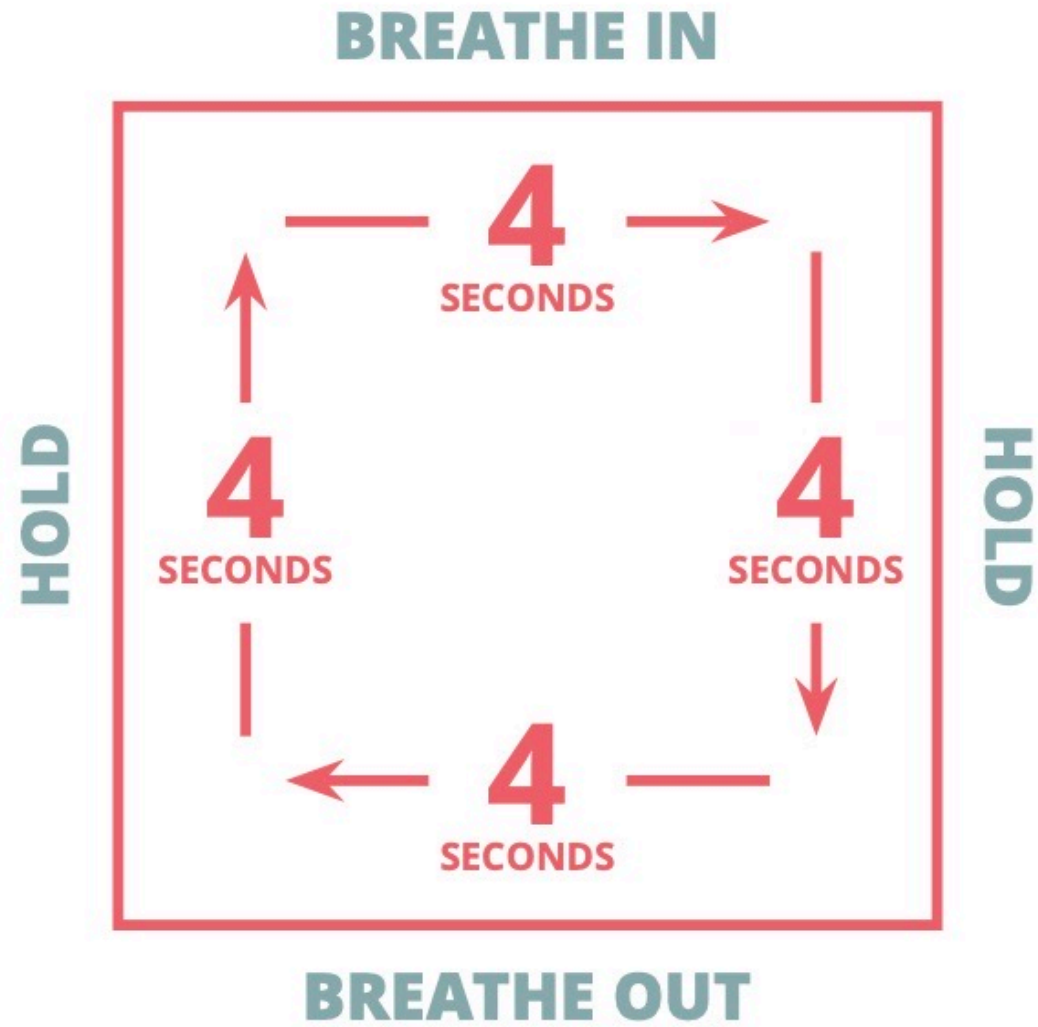
Why is it so hard to choose curiosity?



COME ON INNER PEACE



I DON'T HAVE ALL DAY



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3 Levels of Listening



Listening is a powerful communication tool — just as powerful as speaking! We can choose to listen on three different levels.

1

SUBJECTIVE

Listening for elements that resonate with us. We are really thinking about ourselves and filtering the conversation through our own thoughts. We use this to find common ground with others.

Questions: *You know, that happened to me and I _____. Have you tried that?*

2

OBJECTIVE

Listening for facts. We are taking a literal translation and keeping the conversation on a surface level. We are narrowing our focus on exactly what the person is saying.

Questions: *When did this happen? Who was involved?*

3

INTUITIVE

Listening for emotions. We are taking in the tone, body language and context of the conversation. We stay curious and are able to acknowledge our own feelings but we stay focused on the other person. We note things that aren't being said and consider the emotions the individual is feeling in the moment.

Questions: *What is most frustrating about this? How do you want this to work out?*

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ON FIRST DATE

"YOU'LL MAKE A GREAT FATHER"

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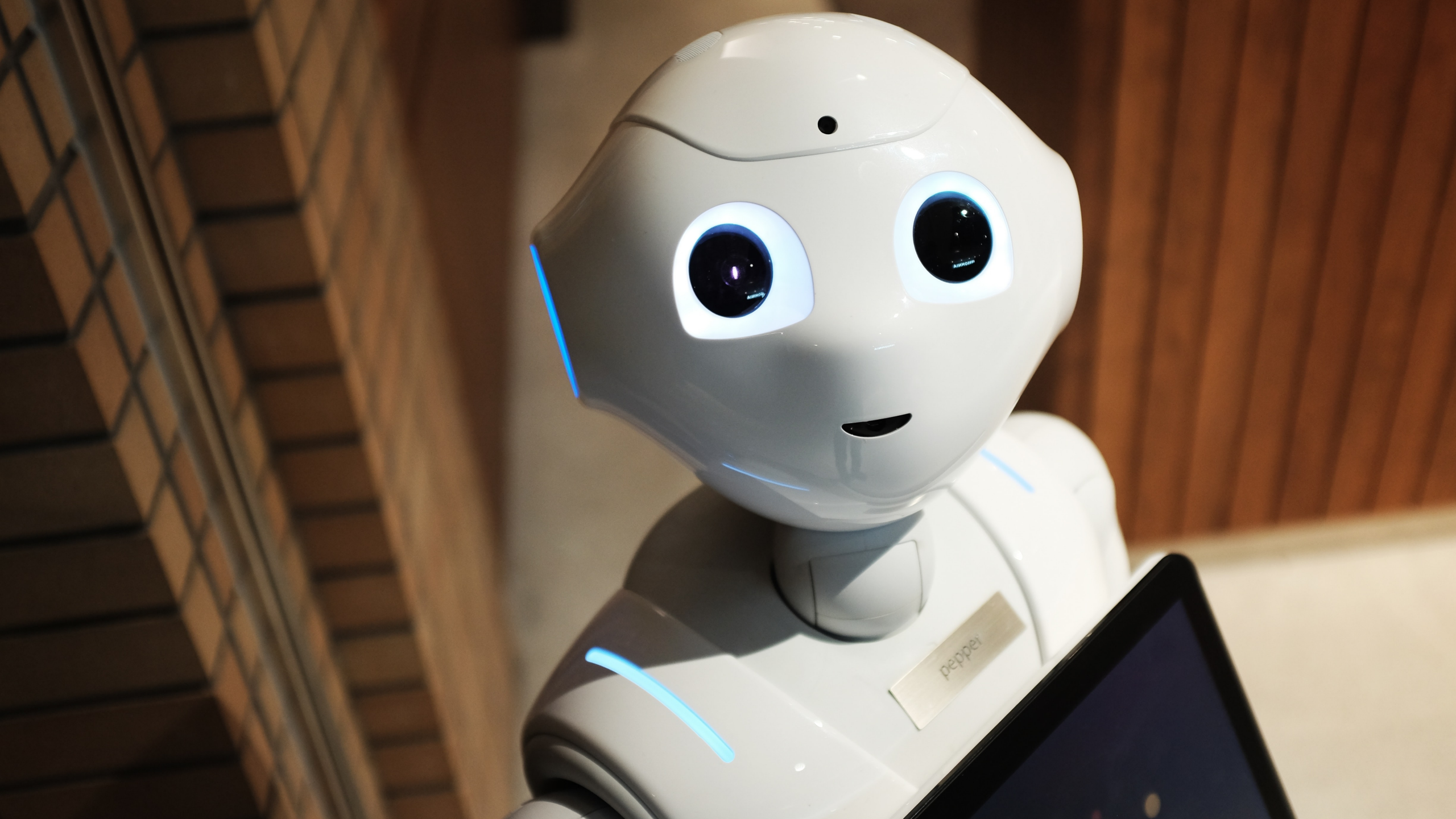
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POLICE

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Unlocking Us

with **BRENÉ BROWN**



3 Levels of Listening

What level
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What's a challenging situation or decision you are working through right now?

- Adapting to changes in the industry
- Recruiting younger professionals into our field
- Learning new technology
- Getting creative with our resources
- Managing my time and energy

Partner Challenge:

One person shares a challenging situation or decision that they are working through.

Partner:

- Practice listening and taking notes on these three levels
- RESIST giving any advice
- Repeat back what you hear them saying

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Five coaching skills:

- Pause your perception
- Choose curiosity
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**Have you ever noticed what happens
inside of you when you feel
misunderstood or not heard at all?**



Validation MadLibs

It makes perfect sense that when _____ happened,
it made you think _____, and then you felt _____.

It sounds like you felt _____ when _____
happened.

I can tell you're _____. Tell me more...

VALIDATING EXAMPLES

It makes perfect sense that when _____ happened,
you thought _____, and felt _____.

I can see that you are feeling tense about this... it makes sense.

I can see why that wouldn't feel good.

I hear you. I get it. I can tell that this isn't working for you.

I really want to understand how this impacted you,
so far it sounds like _____.

I can see that this is really important to you.

It makes sense that you're feeling _____.

I can see how hard you're working.

Partner Challenge:

Partner: Practice these validation phrases given the situation your partner shared.



Five coaching skills:

- Pause your perception
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What makes a great question?

- It starts with who, what, when, where, and how
- It can't be answered with a simple yes/no

QUESTION EXAMPLES

How is that working for you?

What do you think it would take to make it work?

What do you want most?

When do you want this to happen?

Who do we need to talk to to make this happen?

What is the most frustrating part of that?

How do you want this to work out ideally?

How will you know if you've been successful?

What are you excited about?

If you could change one thing about this situation, what would you change?

Partner Challenge:

We now have a clear picture of the decision/situation you are working through.

Partner:

Ask any of these questions or make up your own.



What did you learn as you asked more questions?

Five coaching skills:

1. Pause your perception
2. Choose curiosity
3. Listen on three levels
4. Validate and acknowledge
5. Ask open-ended empowering questions



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Personal Challenge:

Come up with a plan to use these coaching skills:

- With colleagues
- With clients
- With community
- With family members



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SCAN ME