

POWERROUND™ Progress Summary Takeaway

Please take some time to fully answer each question and then submit the completed form to your Group Coach after the Progress Summary Meeting. Understand that your answers are not confined to the space on this page. We encourage you to document all that you remember, in as much detail as you are comfortable with. The more information you give, the more accurately we can report your progress and successes to upper management. We thank you again for your participation, and for becoming a member of the POWERROUND team!

List the title of each PowerRound™ chapter you've completed:

- ✓ Understanding People
- ✓ Resolute Listening
- ✓ Communicating Expectations
- ✓ Controlling Confrontation
- ✓ Mastering Emotions
- ✓ Speaking Frankly
- ✓ Disciplined Communication
- ✓ Criticism Reconsidered

How you have developed (personally and/or professionally) in each of the Soft Skills? (It may be beneficial if you review your Action Step Forms)

Understanding People – Being a new manager with CapCom, This chapter helped me to identify the strengths and weaknesses of my team, which allowed me to put them in the best situations possible to be productive and efficient. It also helps to understand that there may be more going on with your co-workers and being compassionate can mean a lot.

Resolute Listening – Helped me in communicating with co-workers and family tremendously. Being focused on the speaker with positive body language showing my intent to listen to their point of view and being patient to respond helps everyone. I now notice when people are not listening to me and are responding or moving on. Can help me identify and redirect the conversation back to the discussion

Communicating Expectations – After this session, I really understood the importance of communicating expectations to my team as we move forward under my new management and new procedures. I also communicated to my team there are expectations of me to them as well. The expectations allow everyone to know what is expected and how to move forward with tasks.

Controlling Confrontation - Being aware of the possibilities that a confrontation may take a different turn and being prepared mentally for it is very helpful in maintaining good character and leadership. Very helpful when dealing with someone who may be emotional, allows you to understand and diffuse the situation.

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Mastering Emotions – The realization that your words and actions may leave a very negative and lasting effect on someone, and avoiding that at all costs. Staying calm during the most emotional situations helps everyone involved, being that calming force may even de-escalate a situation.

Speaking Frankly - As some of the fellow managers pointed out that I do in fact speak frankly, this chapter reinforced the importance of doing it correctly (which I hope I am doing). I worked on being spoken to frankly as well, mastering my emotions to respond in good character.

Disciplined Communication –This chapter incorporated the preceding chapters and brought them all together. Disciplined Communication is the goal! To be the best listener, mastering my emotions, controlling the confrontations, allowing me to react to situations with good character and strong leadership. This allows me to communicate effectively with the most important people in my life at both work and home.

Criticism Reconsidered - I need to work on the receiving criticism with good character. I can become defensive and angry, this is can be detrimental and won't help me improve. I want to be effective when I criticize by being clear and pointing out the benefits.

How has the application of Soft Skills increased your ability to invest in, or add value to others?

I am able to communicate better with my team and co-workers, allowing situations to be resolved more efficiently, jobs being done efficiently and issues/criticisms communicated back to me. Helps to understand what my team is going thru and what is expected of them by my resolute listening skill. Controlling the confrontation has helped me deal with situations that can be difficult, being prepared for the confrontation keeps everyone calm and amiable. Each Chapter makes you more self-aware of how your interactions effect people every day, how you manage and control these interactions using your soft skills benefits the entire company.

What Soft Skills have you noticed developed in the rest of your team, and how will this benefit them and others?

I have discussed many chapters with my team and the one that sticks out to them the most is mastering your emotions. It seems to pop its head up during the most stressful of times, someone will say "If Dr. Phil was here, would he think you are Mastering your emotions now." This immediately makes everyone aware that there is stress and we all should be working to handle it in a professional manner. I am sure this has defused a couple of issues that could have become very stressful. Another chapter would be the criticism reconsidered chapter. I spoke about how I was going to use the sandwich technique to criticize – compliment, criticize, compliment – getting out in the open how I would criticize and hopefully how I would be criticized!

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I just wanted to say thank you to the Executive team for allowing us the time to experience this soft skill workshop and I will be actively working on these skills moving forward. Every week on Wednesday I would come to work and by the end of the day I felt like I was a better manager, employee, father, son, husband, person because I took part in the PowerRound sessions.

Thanks Dr. Phil! It has been a pleasure.

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