

ELEVATE ONE

5 MINUTE COMMUNICATION MAKEOVER

THE 3P FRAMEWORK



THE 3 P'S

Do you know that problem where it feels like no one is listening and acting? Does communicating with coworkers ever feel like yelling into the Grand Canyon? How can you get people moving and unleash their performance? Before we jump to the answer, let's walk through a few simple steps from the Elevate One communication method.

There are three things you need for sure:

1. Person
2. Progress
3. Place



P1: PERSON

YOU HAVE TO UNDERSTAND EACH PERSON FOR WHO THEY ARE

One of our past clients, a physician whom we'll call Dr. Smith, illustrated this concept perfectly. Dr. Smith was a master of listening and getting to know everyone around him. He frequently paused to listen to what both his coworkers and patients thought would be the best way to provide outstanding patient care. He would frequently say, "Hey, John, what do you think we should do here based on these signs?"

A RESULT YOU CAN EXPECT

Even if the answer was not perfect, Dr. Smith listened intently. This deep level of caring made him well respected and excited everyone to be on the floor when he was there. Dr. Smith and his team solved problems collectively. As the doctor in charge, he could have acted like he knew everything and directed all the traffic. However, he chose to elevate those around him by simply acknowledging them and their thoughts. Through listening and communicating that he cared to understand the people around him, the performance on Dr. Smith's floor went up. You can expect performance in your workplace to increase when you do the same.

ONE THING YOU CAN DO TODAY

The best way to enact this at your workplace is to sit down and listen. Not sure how to start? Ask a question. Not sure what question? Start with - what is one thing I could keep doing for you? Feeling gutsy? - What is one way I could do more for you?

P2: PROGRESS

PEOPLE ARE SATISFIED WHEN THEY ARE CONTRIBUTING

Just pause for a moment and answer - what are your favorite experiences? I bet there were people involved with you. Our mentors, teachers, and favorite leaders show us the way in life. We seek to have a great relationship with them and make them proud. They, in turn, seek to guide us to be higher performers.

A RESULT YOU CAN EXPECT

When have you been proud of what you have done? Was it a time when you made progress toward your objectives? As humans, we are built to build and to create. We are wired to take incremental steps toward our goals. We are satisfied when we have made an improvement.

ONE THING YOU CAN DO TODAY

Ask someone: What is one thing you would like to accomplish this month? How would you take one step today? Where would you like to be by the end of the week? Follow up with them at regular intervals to talk about the progress they are making.

P3: PLACE

PEOPLE ARE PRODUCTIVE WHEN THEY ARE IN THE RIGHT ENVIRONMENT

Performance and environment go hand in hand. Just the other day, I found myself in a coffee shop. I was highly productive, unlocking ideas like Sherlock and typing faster than coffee can. Just one hour before, I had been distracted, bouncing like a dime-store ball between thoughts. It all came down to my surroundings. I had been alone, sitting at a desk, and in low-light. Looking for a change of pace, I took a quick trip to a nearby coffee shop. A high-energy, friendly greeting from the barista, natural light, and having a few people around transformed me into Picasso on a keyboard (self-rated, not objective truth). The environment completely changed my output. I realized the largest effect was from the people. The greeting, the community, and someone asking - How are you doing? Place is created by people through their tone, their interest, and their attention. You can create a great place for people through your actions and interest.

A RESULT YOU CAN EXPECT

Numerous studies show changes in lights, sounds, tone, and information delivery methods increase our performance, mood, and motivation. If you make an effort to help construct an environment people want to be in, you can expect increased performance and satisfaction along with higher levels of communication.

ONE THING YOU CAN DO TODAY

Start by noticing one thing someone does well. Once you've observed that share with the person: what they do well, what it does for you and others, and how you admire it.

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The Elevate One communication method moves people to action and gets things done around you.

Book a session at elevatethemethod.com to learn more about how to use this communication method to succeed at work.

