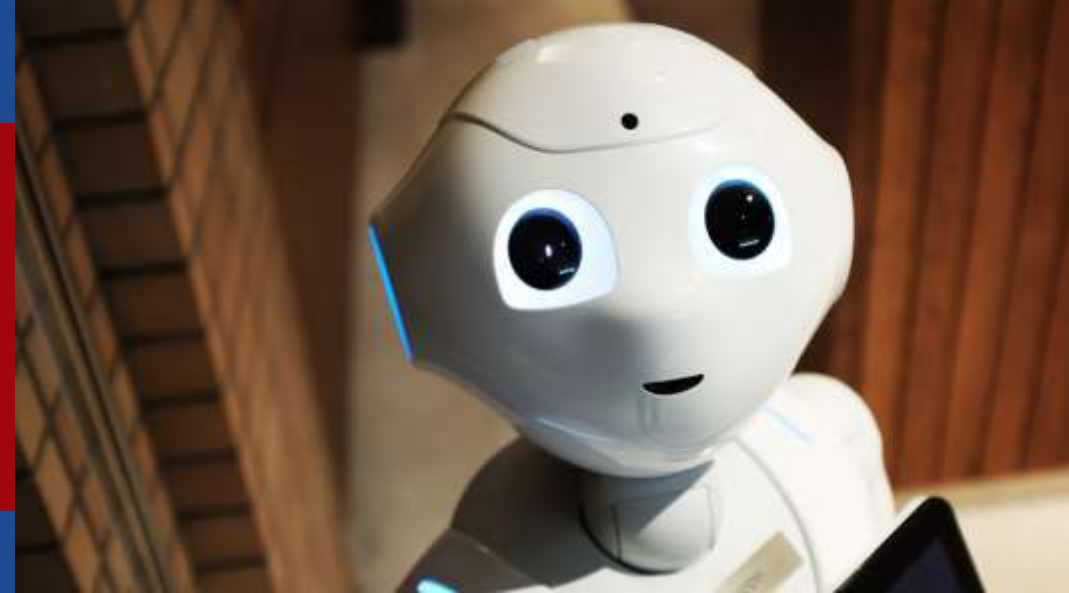


THURSDAY, January 20th, 2022
12:00pm to 1:00pm EST

What AI Can't Do, HI (Human Intelligence) Can

A Webinar on Essential Skills for 2022 and Beyond



PRESENTED BY
Joel Silverstone



COMPUEASE.CA

GREATCANADIANTRAINING.CA

About Us

Since 2002, The Great Canadian Training & Consulting Company has provided custom training, coaching and consulting solutions. We are your guide you to greater success.

Visit www.greatcanadiantraining.ca/free-resources to check out our:

- [FREE WEBINARS](#) on software and professional skills topics
- [The Great Canadian Leadership Podcast](#), designed for business leaders looking to grow their communication skills
- [Printable sheets](#) with handy tips to post right at your workspace

We have worked with companies and government departments, such as:

- Sysco Canada
- Maple Leaf Food Inc.
- Kellogg's Canada
- McDonald's
- Home Depot
- Sobeys
- University of Manitoba
- TD Canada Trust
- Indigenous Services Canada
- Enbridge
- Fisheries & Oceans
- National Research Council of Canada
- City of Hamilton
- CN Tower
- Hydro One



Hyundai imagines a world in which it has turned everything into a robot

House plants, tables, even Grandma's cane holder

By [Andrew J. Hawkins](#) | [@andyjayhawk](#) | Jan 4, 2022, 5:00pm EST



What Is Human Intelligence?



- Emotions - EQ
- Empathy
- Purpose/Imagination
- Growth Mindset

LinkedIn Workplace Learning Report



The largest skills gaps are soft skills.

- **#1** priority for talent development is soft skills.
- **89%** of surveyed executives said that “it is difficult to find people with soft skills”.
- **64%** cited communication as the most desired skill.

2022 + Essential Skills



These are the skills you will need for the future of work



- Research by the McKinsey Global Institute has explored the future of work
- Jobs that will be both lost and created, as technology such as AI takes hold.
- The demand for technological, **social and higher cognitive skills will increase.**

We Are Wired for Connection



When We Don't Connect



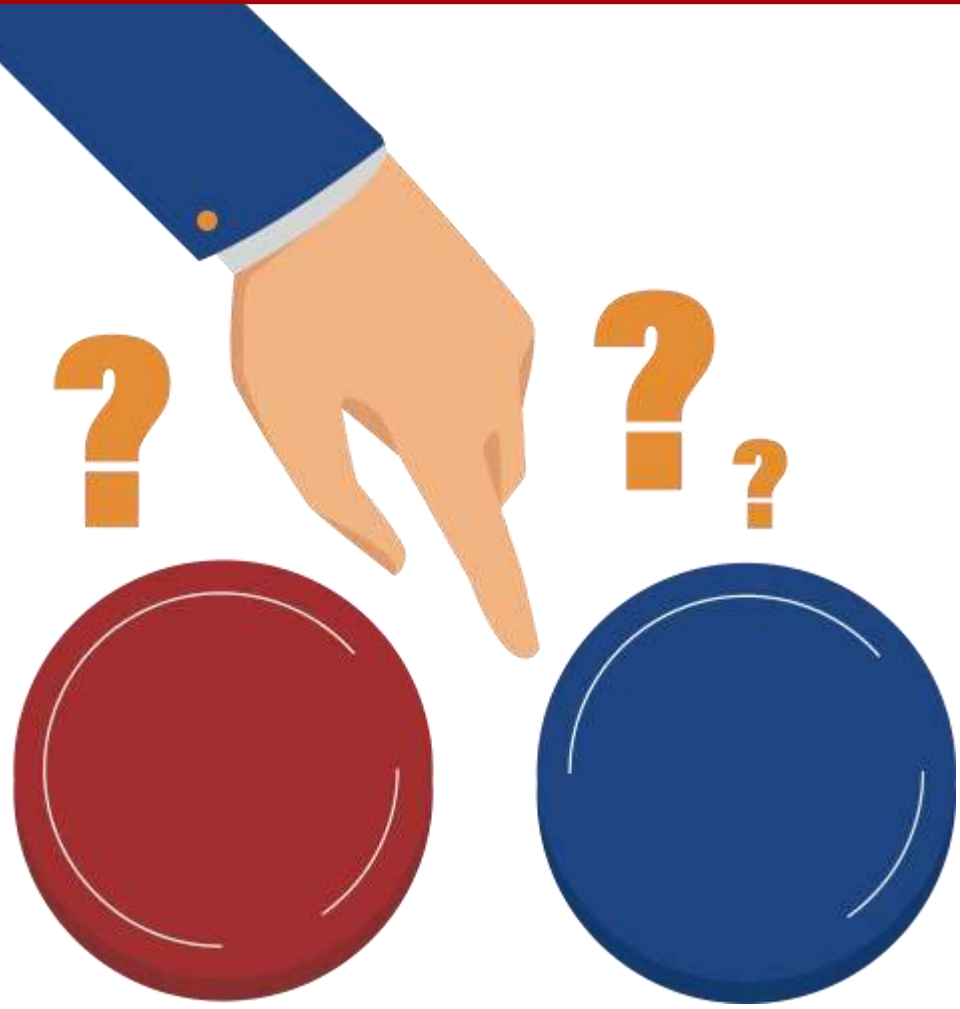
Hollywood Understands-Humans want to connect and move another



“It’s Not a Widget.”



Influence to Shift Behaviours



| | | |
|-------------|-------------------|---|
| PULL | CONNECTING | <ul style="list-style-type: none">▪ Involving▪ Listening▪ Disclosing |
| | VISIONING | <ul style="list-style-type: none">▪ Finding common ground▪ Sharing vision |
| PUSH | PERSUADING | <ul style="list-style-type: none">▪ Proposing▪ Reasoning |
| | DIRECTING | <ul style="list-style-type: none">▪ Stating expectations▪ Using incentives and pressures |

When We Listen



- **75%** of the time we are distracted, preoccupied.
- **50%** of the time we can immediately recall what was said.
- **20%** of the time we remember less one hour later.

**LESS if we didn't like the subject
or the person!**

Listen Without Solving



M.O.R.E: Four Steps to Essential Skills

MORE

- More options
- More confidence
- More control
- More respect



M.O.R.E: Four Steps to Essential Skills

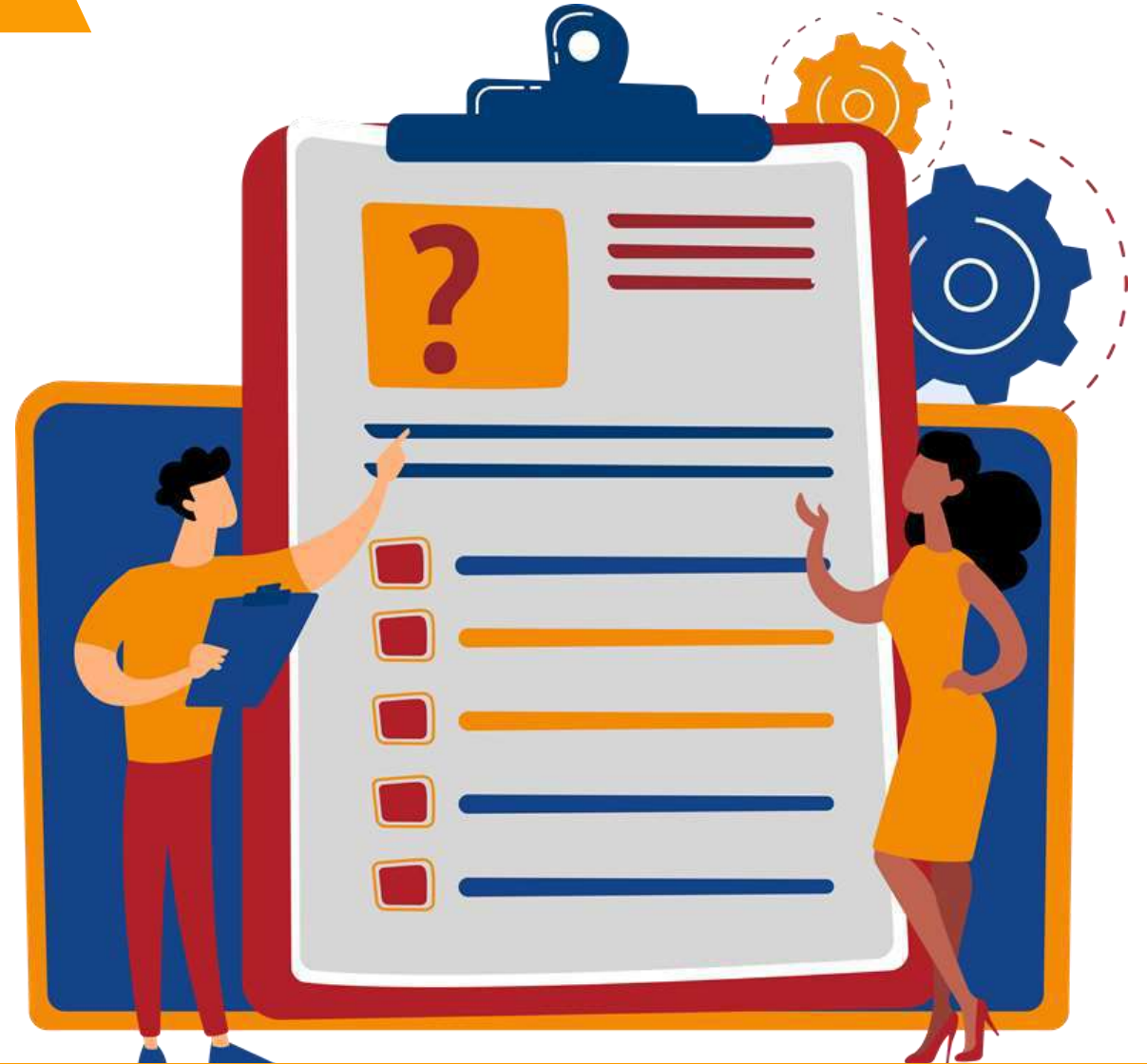
MORE

M. Mindset

O. Observe The Emotions

R. Rewire

E. Exchange



M.O.R.E.

Mindset

Starts with intention

Step 1: Mindset

How do you want them to feel? Bigger or smaller?



What do I want from this relationship?

- Collaboration
- Trust



Conscious intentions

- To seek common ground
- Focus on the future, not the past
- To find mutual purpose
- Soft on the person, hard on the problem

Step 1: Mindset

Start With Intention

Unconscious intentions

- Anger, resentment, and frustration.
- Your unconscious intention (frustration) influences your words, body language and thinking.



Step 1: Mindset

- “Always make the other person look good.”

YOUR NAME



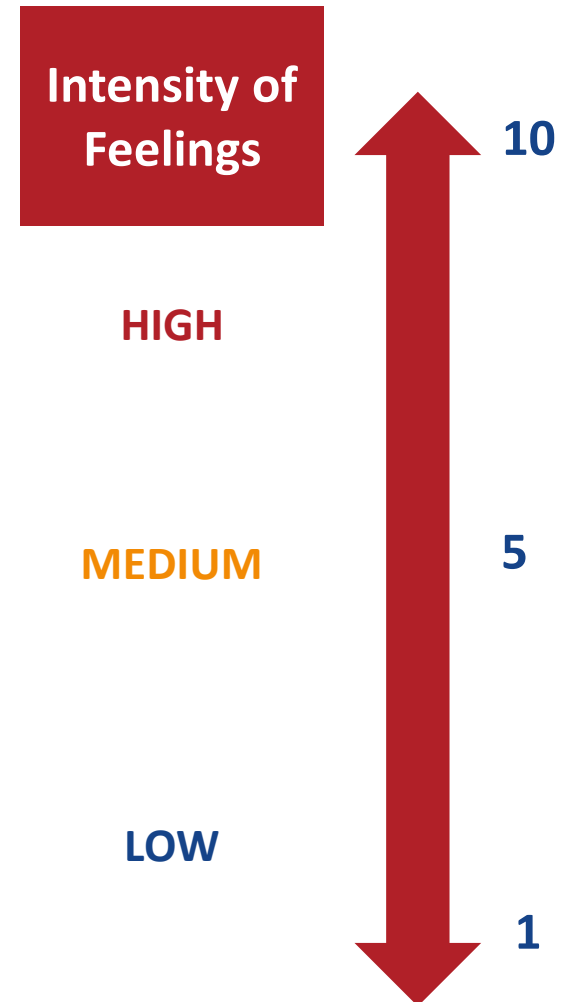
M.O.R.E.

OBSERVE THE EMOTIONS



Observe the Emotions

| Happy | Sad | Angry | Afraid | Ashamed |
|---|---|---|---|---|
| <ul style="list-style-type: none"> • Elated • Thrilled • Exuberant • Ecstatic • Passionate | <ul style="list-style-type: none"> • Agonized • Hurt • Dejected • Hopeless • Miserable | <ul style="list-style-type: none"> • Furious • Outraged • Boiling • Irate • Seething | <ul style="list-style-type: none"> • Terrified • Petrified • Fearful • Panicky • Frantic | <ul style="list-style-type: none"> • Sorrowful • Remorseful • Disgraced • Mortified • Admonished |
| <ul style="list-style-type: none"> • Cheerful • Gratified • Good • Relieved • Satisfied | <ul style="list-style-type: none"> • Somber • Lost • Distressed • Let down • Melancholy | <ul style="list-style-type: none"> • Upset • Defensive • Frustrated • Agitated • Disgusted | <ul style="list-style-type: none"> • Apprehensive • Frightened • Threatened • Uneasy • Intimidated | <ul style="list-style-type: none"> • Apologetic • Unworthy • Guilty • Embarrassed • Secretive |
| <ul style="list-style-type: none"> • Glad • Contented • Pleasant • Pleased • Mellow | <ul style="list-style-type: none"> • Unhappy • Moody • Upset • Disappointed • Dissatisfied | <ul style="list-style-type: none"> • Perturbed • Annoyed • Uptight • Resistant • Irritated | <ul style="list-style-type: none"> • Cautious • Nervous • Worried • Timid • Anxious | <ul style="list-style-type: none"> • Bashful • Ridiculous • Regretful • Uncomfortable • Pitied |



Source: Bradberry, Travis. Greaves, Jean. *Emotional Intelligence 2.0*. San Diego: Talent Smart, 2009, pg. 15.

Emotion or Logic?

Communication
is made up of 3
parts:

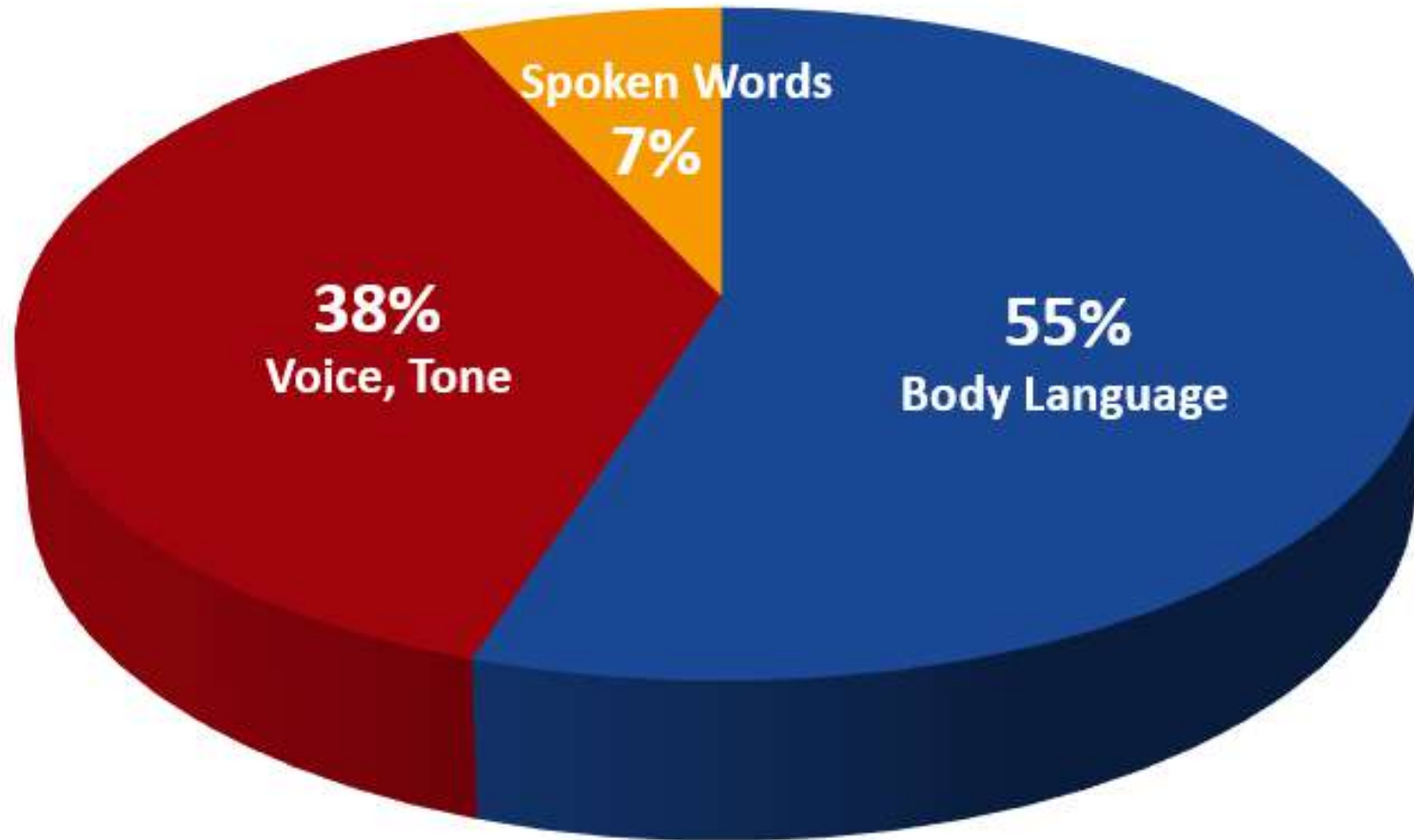
What % does
each part make
up?

Spoken word

Tone of voice

Body language

Observe the Emotions



What Is Empathy?



Empathy



#1 Cognitive Empathy



#2 Emotional Empathy



#3 Compassionate Empathy

Practice Listening and Empathy



- Did I make them feel heard?
- Feel understood?
- Did I add value or was I being competitive?

**Next conversation:
Rate yourself on a scale of 1-10**

M.O.R.E.

REWIRE



Motivators

Achievement

- Has a strong need to set & accomplish goals
- Meaning and purpose are important
- Likes challenges



Motivators

Affiliation

- Wants to belong to the group
- Favours collaboration over competition
- Does not like high risk or uncertainty



Motivators

Power

- Feels more comfortable when in control
- Enjoys competition and winning
- Enjoys status and recognition

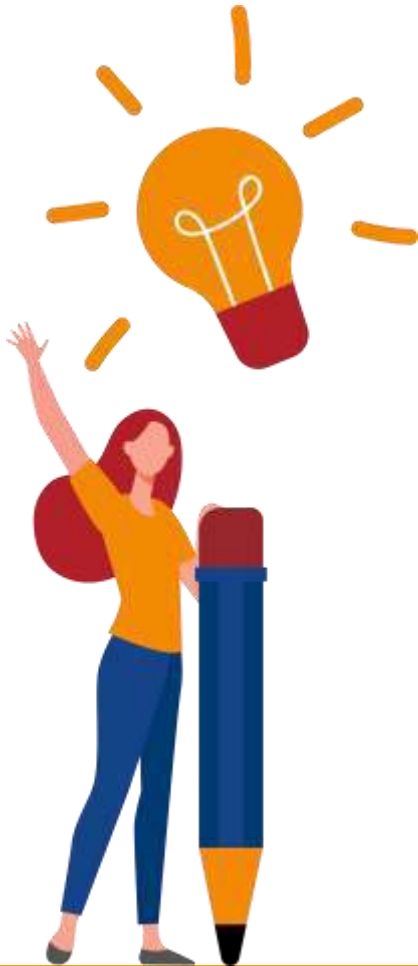


M.O.R.E.

EXCHANGE



Human Intelligence



- Your actions matched your intentions
- You listened intently
- You empathized their emotions
- You tried to make them look good
- You spoke to their motivator

You created safety and connection

Exchange



1. Ask questions

2. Make your request

3. Listen

M.O.R.E: Four Steps to Better Conversations

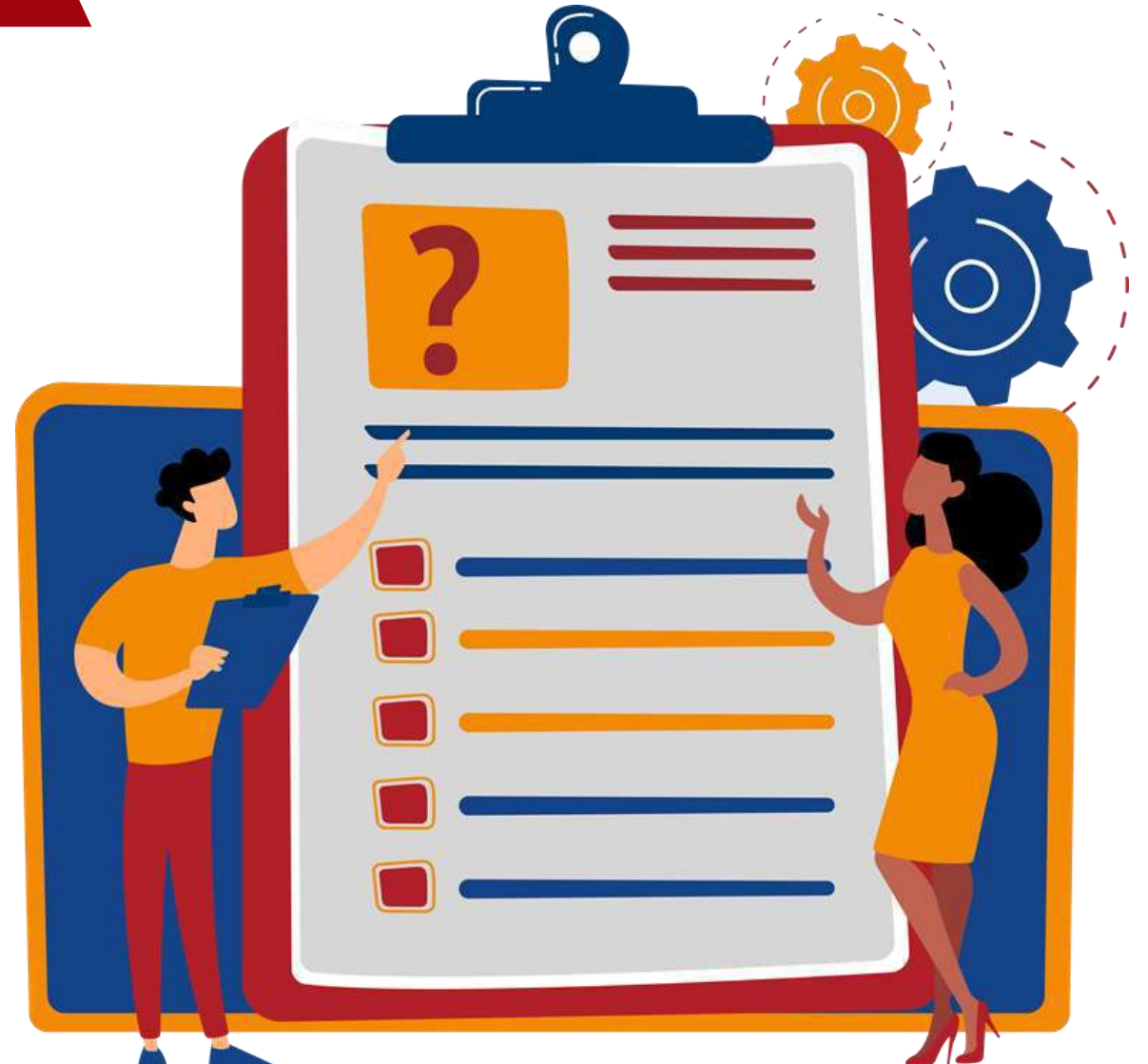
MORE

M. Mindset

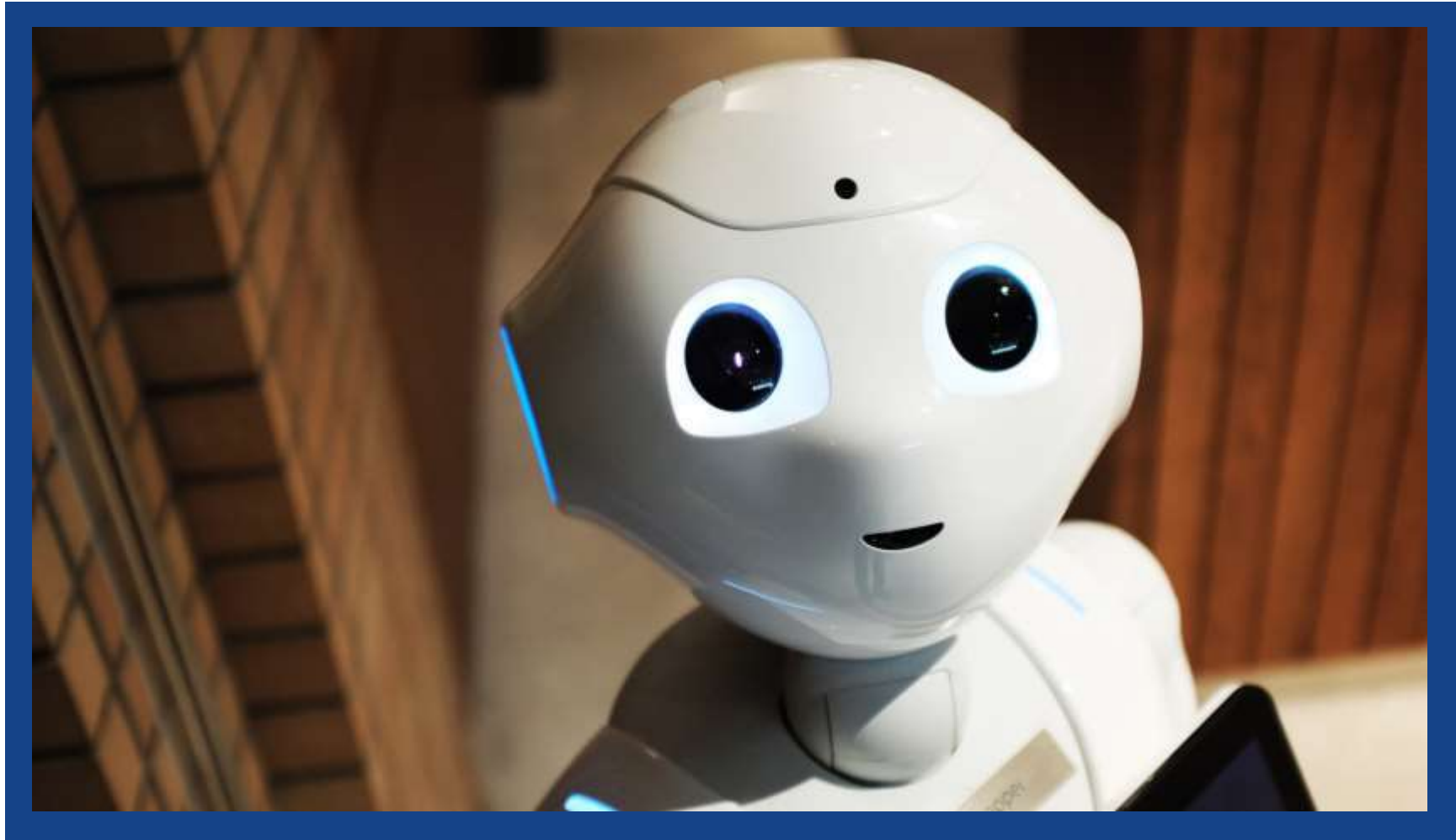
O. Observe The Emotions

R. Rewire

E. Exchange



AI can't do it. You can.



Upcoming Webinars

February 8, 2022

Storytelling with Style: How You Should Be Using Microsoft PowerPoint

March 15, 2022

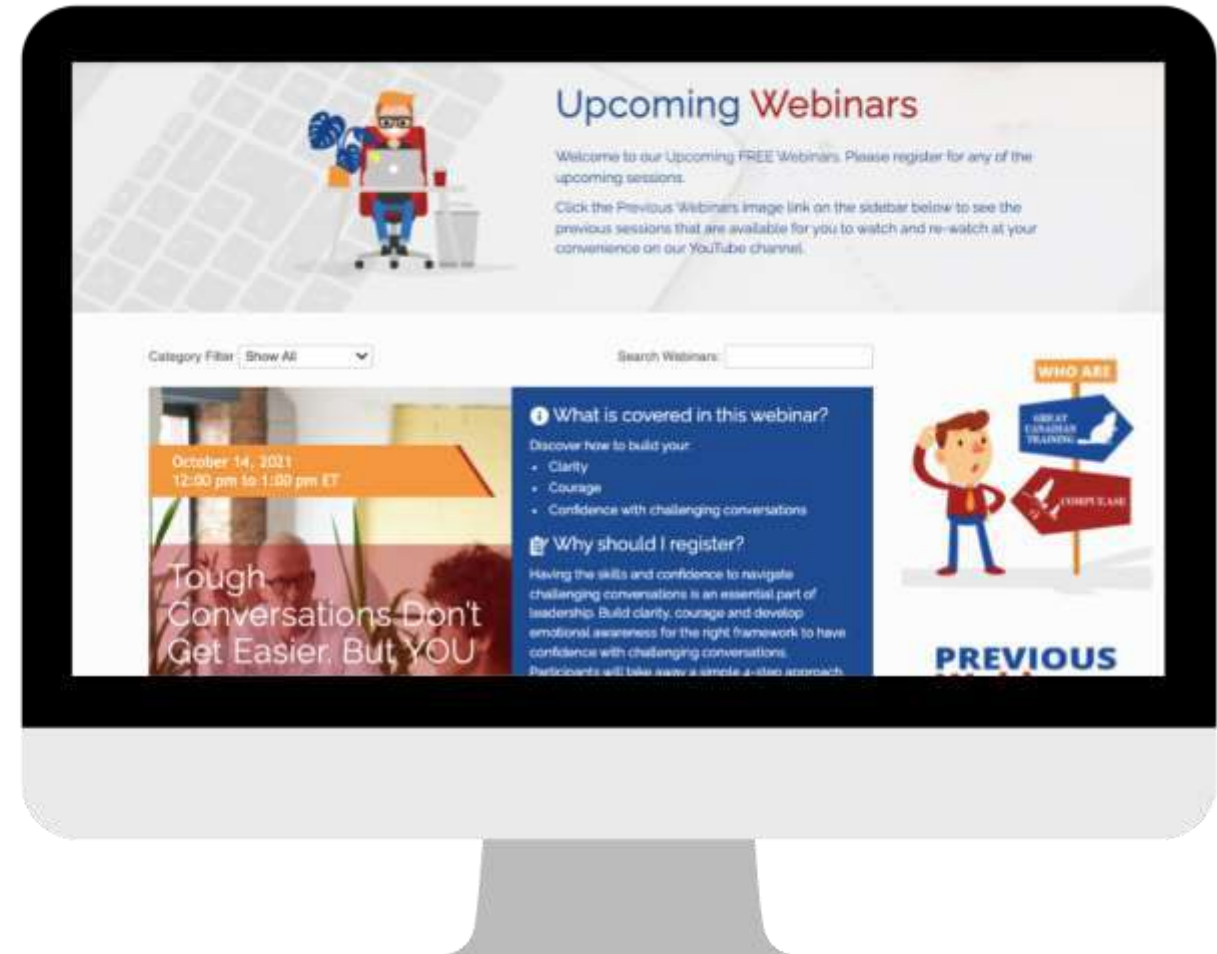
Suite Success: Top Software Programs to Maximize Your Workday

April 12, 2022

Effective Time Management – Take the Stress Out

May 10, 2022

Top 10 Outlook Productivity Hacks You Never Knew



Upcoming Classes

Software Training

April 4 & 5, 2022

Becoming a Pro with Power BI

January 31 & February 1, 2022

Excel Power Pivot

February 24, 2022

Teams Essentials

March 10, 2022

Excel Power Query

Professional Skills Training

January 31, 2022

Business Writing That Works

February 2, 2022

**Understanding and Developing Effective
Communication Strategy Skills**

March 16, 2022

**Lights, Camera, Action – Mastering the Art
of Virtual Facilitation**

March 31, 2022

Conflict Be Gone! Navigating Difficult Conversations

Continue Your Professional Development

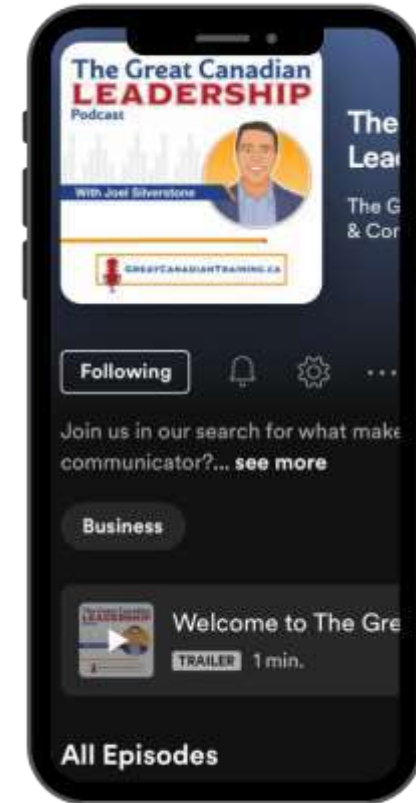
- Further your essential skills for 2022 + at work.
- We recommend taking our professional skills class:

Understanding and Developing Effective Communication Strategy Skills

Next classes:

- **February 2, 2022, 9am to 4pm ET**
- **May 18, 2022, 9am to 4pm ET**
- Ask us about our [coaching services](#)

“The Great Canadian Leadership Podcast” Leadership lessons and Communication techniques



Business Card



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