

Narration Transcript: Psycho·Geometrics® Module 3, Shape Flexing

SLIDE 1	Welcome to this module, the third in the digital learning series in the Psycho·Geometrics® course. Today our focus is on the practical application of Shape Flexing.
SLIDE 2	Please take a moment to familiarize yourself with the module's navigation.
SLIDE 3	In this module, it is helpful to know your "Shape Results" from the Psycho·Geometrics® assessment. To maximize your experience, we recommend that you take a moment to review your "shapes."
SLIDE 4	<p>Now that you have had an opportunity to review your Shapes Report, let's review our objectives. By the end of this training, you will:</p> <ul style="list-style-type: none">Number 1, understand the Psycho·Geometrics® term "Shape Flexing",Number 2, understand the difference between the Golden Rule and the Platinum Rule,Number 3, understand how to use Shape Flexing <i>for others</i> to practice the Platinum Rule,And lastly, number 4, understand how to use Shape Flexing <i>for you</i> to enhance and strengthen your personal communication style, <i>and</i> change possible negative perceptions into positive ones. <p>Einstein is quoted as having said that if he had one hour to save the world he would spend '<i>fifty-five minutes defining the problem and only five minutes finding the solution</i>'. Solving a problem or seizing an opportunity is simply being aware that the problem or opportunity exists, and then understanding what the problem or opportunity is. Shape Flexing is a valuable tool for personal and professional development and growth. Now, let's get started.</p>
SLIDE 5	<p>To begin, let's define Shape Flexing. What do we mean by "flexing"? Flexing literally means "to bend, especially repeatedly". In the context of Shape Flexing, it means to embrace the art and skill of using different shape traits and behaviors to manage, modify, minimize, maximize, "leverage" and customize your personal shape communication style to approach others in the way in which they like to be approached.</p> <p>For example, someone who is Box has a meeting with someone who is a Circle Box. Without Shape Flexing, the person with the Box communication style would naturally approach and communicate with someone in a planned, well-thought out, and direct approach. Although this may be how the Box would like to be approached, it is not necessarily how <i>everyone</i> likes to be</p>

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	<p>approached. In this case, the Box is meeting with the Circle Box. To shape flex and raise the probability that the Circle will be receptive, the Box shape flexes, bringing in a touch of Circle to their approach.</p> <p>This means that instead of starting the communication with the facts and accelerated agenda, you may want to start the communication with designated time for connection and sharing what has happened since the last time you talked. For example, “Tell me how your wedding went!” Or “Last time we talked, you mentioned that your daughter had broken her arm. How is she doing now?”</p>
SLIDE 6	<p>Let’s look at the five shapes as they apply to Shape Flexing.</p> <p>The Box is four equal sides and “contained”. When using the Box to Shape Flex, you may choose a factual, objective, and non-emotional approach in your communication. On the other hand, perhaps it’s more about decreasing the emotion of your communication (facial expressions, hand gestures, tone, pace, speed of voice). It could even mean that instead of running late or allowing a meeting to go too long, you use the Box to stick to the agenda, honoring start and stop times.</p> <p>The Triangle is bottom line and to the point. Therefore, when using the Triangle to Shape Flex, you may be more direct, brief, and action-oriented in your communication style. Perhaps you have allowed meetings to be more about discussion than action in the past, so flexing to the Triangle simply means you make sure the discussion leads to a plan of action.</p> <p>The Rectangle is oblong, with plenty of room for all four shapes to be within this one shape. When using the Rectangle to Shape Flex, you would make sure your communication includes the time to ask and listen in order to understand before you share your opinion or desire to be understood.</p> <p>The Circle is an inclusive shape. Shape Flexing using the Circle means you increase your level of sensitivity and emotional intelligence. Instead of the first agenda item being a review of the budget, adding Circle to your own communication style or flexing to the Circle means the first thing on your agenda is welcoming everyone to the meeting, perhaps even asking others to share something about themselves or a recent work accomplishment.</p>

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	<p>Lastly, the Squiggle is unrestricted, creative, enthusiastic and expressive. Shape Flexing using the Squiggle may mean you use more facial expressions, hand gestures, change in tone, pace or speed of your voice to communicate excitement, fun or high energy. It may also mean you change up the agenda entirely, surprising others with bringing in lunch first.</p>
SLIDE 7	<p>Shape Flexing typically means adding a specific shape behavior, or combination of shape behaviors, to strengthen your communication effectiveness. This creates a natural adaptation of the Golden and Platinum Rules.</p> <p>The Golden Rule says, “Treat others the way you would like to be treated”.</p> <p>The Platinum Rule says, “Treat others the way they would like to be treated”.</p> <p>In other words, in applying these Rules you will communicate with others in a way that motivates them to listen and communicate with you.</p>
SLIDE 8	<p>Keeping the Golden and Platinum Rules in mind, let’s look at how they create the two versions of Shape Flexing.</p> <p>Number 1, Shape flexing <i>for you</i> to enhance your communication by adding a specific shape to your communication style. It is about how you want yourself and your communication to be perceived. It means you are using a particular shape, or variation of shapes, in a purposeful way to strengthen the effectiveness of your communication style. It is about how you want others to see you and how people perceive you and your style of communication.</p> <p>Number 2, Shape Flexing <i>for others</i> is about acknowledging and being respectful of differences, making sure you approach others in the way they would like to be approached, without changing the core content of your communication. This version of Shape Flexing is about how you want others to respond to you and how people receive you and your style of communication.</p>
SLIDE 9	<p>Now let’s look at how you can utilize Shape Flexing for <i>you</i>. We’ll start with ways you can add the Box to your communication style.</p> <p>If you’re Shape Flexing by adding Box traits to your communication style, keep the following in mind.</p>

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	<p>Keep it professional, objective and on topic. Give others time to prepare. Give advance notice before calling someone, stopping in to see someone, or asking them a question as they are going from one meeting to the next. Slow it down and give others time to think before replying. Avoid rushing to fill in every pause in the conversation. Establish an agenda beforehand. Consider giving the option to review materials or access resources for those who want more advance or follow up information. And, lastly, put it in writing.</p> <p>When you're "Shape Flexing" to a Box, the Box has these preferences.</p> <p>When having large meetings, allow the box to work with a partner or in a small group before asking the Box to participate in the bigger group. Make sure there are few surprises, crises and chaos and do not push a Box to make a quick decision. Be calm, unemotional and logical and be on time. And lastly, be sure to recognize and reward his or her hard work.</p>
SLIDE 10	<p>Here are ways of Shape Flexing for <i>you</i> by adding Triangle traits to your Communication.</p> <p>Be direct and to the point, getting to the bottom line quickly. Speak confidently and demonstrate your track record. Be prepared to negotiate, agree, or disagree. If you don't have a response, at least acknowledge a question or request and then give a specific time for follow up. Increase the speed of your voice, pace and consider physical gestures such as #1, #2 or putting a fist in your hand. Avoiding "umms" or long pauses will also bring some Triangle aspects into your own communication style.</p> <p>If you're Shape Flexing <i>for</i> a Triangle, consider these adjustments.</p> <p>Make the Triangle the leader by putting them in control or provide options. Seek out the Triangle's opinion and let Triangles be the rule-enforcers. Encourage ambitious goal setting and confront conflicts head-on. Be respectful but be frank and commend Triangles on their achievements.</p>

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SLIDE 11	<p>Now let's look at ways of Shape Flexing for <i>you</i> by adding Rectangle traits to your communication. Firstly, ask open ended questions, be a good listener and ask for input. Provide clear instruction and structure for all tasks, and keep in mind that repetition is key. Establish a routine for all activities. Be patient and create a supportive, mentoring relationship with others.</p> <p>When Shape Flexing <i>to</i> a Rectangle, listen and connect before speaking or advising. Discover which role the Rectangle is playing, then adjust your communication to it. Be prepared for many questions! Discuss new projects and ideas and be clear and concise; don't confuse the issue. Eliminate potential distractions. Keep in mind that Rectangles can get easily overwhelmed, so keep the Rectangle focused on you or your topic at hand.</p>
SLIDE 12	<p>To add Circle to your communication style, be sensitive and acknowledge how things impact people, both personally and professionally. Use personal connections to build a relationship or trust. Sincerely compliment others on their work, choice, or a piece of clothing. Acknowledge birthdays and special occasions. If you make a mistake, be honest; transparency is important. Consider asking others how they <i>feel</i>, instead of what they <i>think</i>.</p> <p>If you are Shape Flexing <i>to</i> a Circle, consider opening conversations by acknowledging something you have in common, perhaps a recent work holiday, asking about a personal event (without being too personal), ask about someone on the team or perhaps a family member. Talk problems out perhaps by inviting the Circle to lunch to discuss the issue or take a break with the Circle just to "touch base". Create a group consensus. Use emotion. Let the Circle know how important this is to you. Shake hands, smile, be warm and friendly.</p>
SLIDE 13	<p>Now let's look at ways of Shape Flexing for <i>you</i> by adding Squiggle to your communication. Do something unexpected, such as surprising others with a change in agenda, eating dessert first, or just "going with the flow." Create periods of urgency balanced by time off. Create an exciting and fun atmosphere. Be creative; not the same old, same old. Be positive, but embrace the facts, even if the facts are brutal. Just remember to follow up with hope and optimism! Be straightforward with others, but don't be doom and gloom.</p> <p>When you are Shape Flexing to a Squiggle, increase your energy level and be enthusiastic, considering tone of voice, pace, physical gestures, and facial expressions. Set up a brainstorming session. See, acknowledge and reward something different; see the value in thinking differently. Speak quickly; the Squiggle is impatient and on the move! Make it interesting by changing agenda,</p>

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	format or location. Embrace ideas, even if they seem unorthodox or unrealistic at first. Use phrases like “keep going,” or “I like how you are thinking”.
SLIDE 14	Now let’s look at some exercises to help you Shape Flex in the two ways we’ve discussed, that is, making choices in how to use more of a shapes’ traits for <i>your own</i> development or to <i>adopt shapes traits</i> for better communication with other shapes. (The Golden and Platinum Rules!) In this multiple choice, help Derek choose how best to communicate with Triangle.
SLIDE 15	Choose one option to help Cheryl pick a trait that Boxes may utilize.
SLIDE 16	The next three activities are to exercise your skills learned from this Shape Flexing training module. You can work with these questions now within the eLearning module or download the Activity sheet.
SLIDE 17	For this first exercise, working with <i>yourself</i> , take a few minutes to reflect on the following questions: <ul style="list-style-type: none">• Who do I know that is a primary Circle and what Circle traits can I learn more about?• How can I add more positive Circle traits to my communication style? Please note, you may substitute “Circle” for any shape that you wish to work with.
SLIDE 18	For this exercise, working with <i>others</i> , chose a friend, family member or co-worker as a partner. Ask your partner, “If I wanted to add more Squiggle to my communication style, what would you suggest?”
SLIDE 19	Continue working with you partner and discuss the following: <ul style="list-style-type: none">• What shape traits would you suggest <i>your partner flex</i> to so they may improve their own communication style?• What shape traits would your partner suggest <i>you flex</i> to so that you may improve your communication style?

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SLIDE 20	Now that you have participated in this Shape Flexing module, you should: Number 1, understand the Psycho•Geometrics® term “Shape Flexing”, Number 2, understand the difference between the Golden Rule and the Platinum Rule, Number 3, understand how to use Shape Flexing <i>for others</i> to practice the Platinum Rule, And lastly, number 4, understand how to use Shape Flexing <i>for you</i> to enhance and strengthen your personal communication style, <i>and</i> change possible negative perceptions into positive ones.
SLIDE 21	Click and bookmark these links plus be sure to download important items from the Resources tab, found in the upper right corner of this course.
SLIDE 22	Congratulations! You have now completed this module. You are now ready to move to the next application of Psycho-Geometrics®, Module 4: Shaping Your Communication, where you will acquire the knowledge and skills for strategic communication, whether it’s responding to a customer or employee concern, a client request for information, or having a crucial conversation with a colleague, partner, or friend.