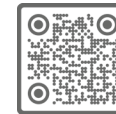
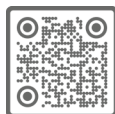




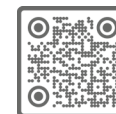
psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.

Strategic Shaping

– Work Conflict with Personal Commitment

The vacation you have scheduled now conflicts with an important company-wide meeting. You understand the importance of the meeting. At the same time, your vacation has been prepaid and it includes your spouse and grown children who have already booked their vacation around those dates. You need to speak with your immediate supervisor about the conflict.

Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



SHAPE FLEXING CARDS 1/16

Strategic Shaping – Team Accountability

You are on a team that is getting close to an important deadline. A report that is part of that deadline is the responsibility of your co-worker. To date you haven't seen a draft of the report which requires your input. You needed the report yesterday to have time to review it. If you got the report today, you could still make time to provide input, but it would be very tight. You are going to meet with your co-worker to discuss the situation because you just found out that the report will not be available until tomorrow.

Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



SHAPE FLEXING CARDS 2/16

Strategic Shaping – Unsolicited Feedback

Your co-worker started facilitating the team's weekly meeting three weeks ago. In all three meetings, controlling the meeting has been a challenge. People stray off-topic and have sideline conversations. You want to provide unsolicited feedback to your co-worker, including a few suggestions, in a genuine attempt to help him or her.

Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



SHAPE FLEXING CARDS 3/16

Strategic Shaping – Inform and Influence

You recently heard that a new position will become available in your business unit. You have been in your current job for over 4 years now and you could really use a change. The only problem is, you also heard that the new MBA graduate in the department is already being considered for the position. You have booked a meeting with the manager to discuss the position and state why you would be the best candidate for the job.

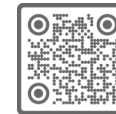
Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



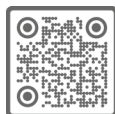
SHAPE FLEXING CARDS 4/16



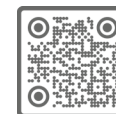
psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.

Strategic Shaping – Identify, Clarify, and Leverage

You are meeting a new co-worker for the first time. The two of you will be working very closely together, so it is important that you get off to a good start. You will be starting a large project immediately and want to get a sense of how this person works, so that you can identify and clarify objectives, roles, and leverage your strengths efficiently and effectively.

Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



SHAPE FLEXING CARDS 5/16

Strategic Shaping - Advice

Your co-worker has asked to speak with you about a problem at work. This person is having trouble getting along with the boss and it's become so difficult that your co-worker is thinking about interviewing for jobs elsewhere. This person is seeking your advice because you have worked with the team for a long time and know all the players.

Use the five Shapes to organize WHAT you want to say, HOW you want to say it, and WHEN (Shape order).



SHAPE FLEXING CARDS 6/16

Strategic Shaping

– Responding to a Concern or Complaint

Think of a common concern or complaint you receive from external or internal customers.

Using the five Shapes in steps 1-5, capture the key questions to ask and main points, information, ideas, or options to convey, receive, or provide.



SHAPE FLEXING CARDS 7/16

Strategic Shaping – FES

Identify a Frequently Experienced Scenario that requires a Strategic Shaping response.

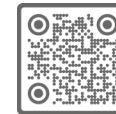
Use the five Shapes in steps 1-5 to prepare your response and practice your communication.



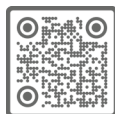
SHAPE FLEXING CARDS 8/16



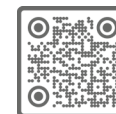
psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.

Strategic Shaping – Formal Feedback

Shape your feedback for a direct report. Consider the purpose, impact on people, needed information, ideas, if flexibility will be required or allowed, suggestions, expectations, or next steps.

Using the five Shapes in steps 1-5, organize and practice your communication.



SHAPE FLEXING CARDS 9/16

Strategic Shaping – Change

You are communicating a change that will impact the entire organization in 30 days.

Using the five Shapes in steps 1-5, practice your communication.



SHAPE FLEXING CARDS 10/16

Strategic Shaping – Professional Development

Shape your communication with each of your direct reports to discuss career growth and professional development opportunities.

Using the five Shapes in steps 1-5, practice your communication.



SHAPE FLEXING CARDS 11/16

Strategic Shaping – New Rule or Process

You must communicate a new rule or process to be followed or implemented immediately.

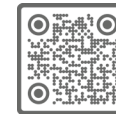
Using the five Shapes in steps 1-5, practice your communication.



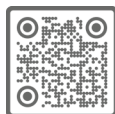
SHAPE FLEXING CARDS 12/16



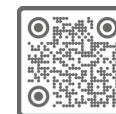
psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.



psycho geometrics.com
© Copyright 2022. All rights reserved.

Strategic Shaping – Sales and Service

Choose a product, service, or idea that you want to sell.

Using the Strategic Shaping Model, practice your presentation using each of the five Shapes.



SHAPE FLEXING CARDS 13/16

Strategic Shaping – Interviewing

Using the Strategic Shaping Model, write down the questions or information to include as part of your interview process.



SHAPE FLEXING CARDS 14/16

Strategic Shaping – Onboarding

Using the Strategic Shaping Model, “Shape” your 5-Star onboarding experience for new hires.



SHAPE FLEXING CARDS 15/16

Strategic Shaping – Conflict Resolution

Using the Strategic Shaping Model, “Shape” your crucial conversation with a co-worker.



SHAPE FLEXING CARDS 16/16