

Shift Your Mindset, Boost Your Skill Set

Call #3 Handout: Optimize Your Mind and Winning Communication

Mindset Matters

Your mind is made up of the _____ mind and the
_____ mind.

- Imagine an iceberg: Only about _____ % is above water, while the other _____ % is below the water. This is just like your mind.
- The conscious mind is the portion _____ water, while the subconscious mind is _____ water-
-the bulk of your mind!
- Whenever there is a _____ between the subconscious and the conscious mind, the _____ always wins.

The secret: You _____ what you _____.

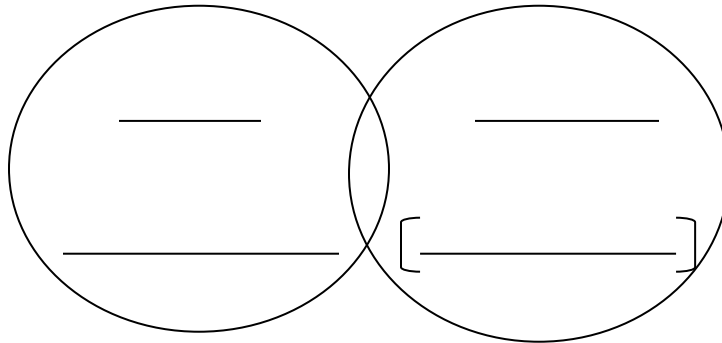
- Pay _____ to your _____ thoughts.
- Notice your _____.
- It is always going! I sometimes call it _____.



Shift Your Mindset, Boost Your Skill Set

Call #3 Handout: Optimize Your Mind and Winning Communication

Meaning-Making



We are _____ - _____.

- We usually have _____ the two circles so we think our "story" is the _____.
- It only takes _____ for events to happen and for us to then collapse the events with the _____ we decided on.

The Power of Language

_____ is very important. When you listened to your mind _____, what was it saying?

- _____ vs. _____
- _____ vs. _____

Three steps to _____ your self-talk:

1. _____ what it is _____.
2. _____ what you want instead.
3. When you notice a thought that is not in _____, _____ it and _____ a _____ thought instead.



Shift Your Mindset, Boost Your Skill Set

Call #3 Handout: Optimize Your Mind and Winning Communication

Reframing Your Language

Notice what you say _____.

- I _____ vs. I _____ or I _____.
- I'll _____ vs. I _____
- _____ is the best _____

Specific _____ you can take to optimize your mind:

1. Use the _____ - _____ process to change your self-talk.

2. Implement the _____.

3. Be the _____ of what you let into your mind:

_____, _____, _____, etc.

4. Focus on _____ and what you _____.

- Keep a _____
- Use _____



Shift Your Mindset, Boost Your Skill Set

Call #3 Handout: Optimize Your Mind and Winning Communication

Basics of Win-Win Communication

You are _____ all the time.

- _____ to _____ % of all communication is _____ - _____.
- Be _____ rather than _____ in your body language.

Think _____ - _____!

- It is not _____ or one person _____.
- It is finding a _____.
- It adds _____ to both parties.

Tips for engaging in winning communication:

1. Practice _____ listening
2. Seek first to _____, then to _____ understood
3. Get _____ with your options--think outside the box
4. Focus on the _____ of the person and the situation
5. Look for how you can _____ and get your needs met.



Shift Your Mindset, Boost Your Skill Set

Call #3 Handout: Optimize Your Mind and Winning Communication

Five Steps to Conflict Resolution

1. _____ : get out of the _____ brain
and into the _____ brain
 - Some people take _____ than others
 - Don't let this be an _____ to _____ conflict
2. _____ the _____ : everyone
should agree on what the _____ is
3. Brainstorm _____ : come up with several
ideas without _____
 - Go for _____ - _____
4. _____ a solution and _____ it: everyone
_____ on the best solution
5. _____ : the most often overlooked step of the
process
 - Make time to do this so that the situation is _____
resolved and there is no _____ to relationships

