



HOWTOFASCINATE
DISCOVERED BY SALLY HOGSHEAD

FASCINATE CERTIFIED ADVISOR TRAINING SESSION

PARTICIPANT WORKBOOK SESSION TWO



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ACTIVITY 1: APPLY THE 7 ADVANTAGES

Objective for this Activity:

Practice applying the 7 Fascinate Advantage languages by identifying the distinct messaging each language has. Remember, you communicate at your best when using your top 2 Advantages. For the purpose of this activity, we want you to apply only one Advantage to the scenario to gain a fluency in this Advantage.

Your prospective client has been having issues with employee engagement due to numerous change initiatives. Employees are feeling disconnected from their work and team, silos are forming and customers are starting to be impacted negatively. As an FCA you know that the HTF system can connect people back to their purpose, improve communication and ultimately get things back on track. You're preparing to pitch your How to Fascinate® program to your client.

Using your assigned 2 Advantages:

- How would you pitch the value of the HTF system?
- Highlight key characteristics that this Advantage would demonstrate.
- Write a 2 – 3 sentence pitch using each Advantage.

To give you a short cut. Refer to page 9 – 15 in this workbook for the Fascinate Advantage communication do`s and don`ts.

Applying the Advantages - Sample

<p>Script Starter:</p>	<p>You want to improve customer service, product quality, productivity and ultimately make more money. But things get in the way. In this competitive, fast paced and noisy world people get distracted from their goals and from what's really important. When this happens it impacts your company and results. Employees disconnect from their work and teams, silos form, conflicts emerge and customers get impacted. You want a team that's connected to a common goal, working together collaboratively and cooperatively.</p>
<p>Advantage:</p>	<p>Prestige</p>
<p>Key Advantage Characteristic Highlights:</p>	<ul style="list-style-type: none"> ■ Present a clear reward. ■ Focus on how the solution is what's hot and present compared to the competition. ■ Surprise by elevating the bar, deliver an outstanding first impression and set higher standards. ■ Be sure to make them look good. ■ Show better than expected results. ■ Exceed expectation.
<p>2 – 3 sentence pitch using this Advantage</p>	<p>I can show you how the Fascinate system will improve employee engagement, build team collaboration and help you exceed your company goals. Your employee's will be recognized for their unique Advantage and give you more of their best. Once you learn your Team Advantage you'll recognize your teams strengths, identify hidden patterns and tap into your teams Advantages to become more productive and efficient.</p> <p>Our clients have seen better than expected results, even those with world class employee engagement saw an increase in their scores after the How to Fascinate system was brought in. Fascinate has been delivered to organizations like Cisco, GE, ATT and Intel. Yes, it's the newest and most innovative communication assessment out there – but its one that's been built reputation on of trusted experts, principle and purpose.</p>

Applying the Advantages - Worksheet

Script Starter:

You want to improve customer service, product quality, productivity and ultimately make more money. But things get in the way. In this competitive, fast paced and noisy world people get distracted from their goals and from what's really important. When this happens it impacts your company and results. Employees disconnect from their work and teams, silos form, conflicts emerge and customers get impacted. You want a team that's connected to a common goal, working together collaboratively and cooperatively.

Advantage:

**Key Advantage
Characteristic
Highlights:**

**2 – 3 sentence
pitch using this
Advantage**

Applying the Advantages - Worksheet

Script Starter:	You want to improve customer service, product quality, productivity and ultimately make more money. But things get in the way. In this competitive, fast paced and noisy world people get distracted from their goals and from what`s really important. When this happens it impacts your company and results. Employees disconnect from their work and teams, silos form, conflicts emerge and customers get impacted. You want a team that`s connected to a common goal, working together collaboratively and cooperatively.
Advantage:	
Key Advantage Characteristic Highlights:	
2 – 3 sentence pitch using this Advantage	

APPLY THE 7 ADVANTAGES - NOTES

Advantage	Key Highlights and Sample Pitch
Innovation	
Passion	
Power	
Prestige	
Mystique	
Alert	
Trust	

THE 7 TYPES OF COMMUNICATION

POWER

A LEADER WHO
MAKES DECISIONS

PASSION

RELATIONSHIP-BUILDER WITH
STRONG PEOPLE SKILLS

MYSTIQUE

UNEMOTIONAL, SOLO INTELLECT
BEHIND THE SCENES

PRESTIGE

OVERACHIEVER WITH
HIGH STANDARDS

ALERT

PRECISE DETAIL MANAGER

INNOVATION

UNTRADITIONAL
PROBLEM-SOLVER

TRUST

STABLE, RELIABLE PARTNER

INNOVATION: LANGUAGE OF CREATIVITY

Who are they?

Innovative – Independent – Creative – Irreverent - Entrepreneurial

Do's

- Do generate fresh and inventive solutions.
- Do think unconventionally.
- Do give space for autonomy.
- Do allow freedom to make decisions, room to flex creativity and brainstorm.
- Do encourage exploring alternative ideas and new techniques.
- Do focus development vs execution.
- Do emphasize the big picture vs the details.
- Do turn the humdrum into something that's unique and out of the box.
- Do create new ways of doing things.
- Do experiment.

Don'ts

- Don't put limitations.
- Don't allow for rigid boundaries
- Don't be a linear thinker.
- Don't gravitate to traditional approaches with proven history .
- Don't focus on the planning process.
- Don't demand strict process and discipline.
- Don't accept thinking the way it's been done as the way it should be done.

PASSION: LANGUAGE OF EMOTION

Who are they?

Expressive – Intuitive – Dynamic – Warm- Devoted

Do's

- Do create an experience of emotion and feeling.
- Do attract with warmth and closeness.
- Do connect with emotion.
- Do build a feeling into your message.
- Do connect head to heart.
- Do communicate expressively.
- Do use colorful language and humour.
- Do bring a participatory style by engaging others.
- Do tap into the need of human connection.
- Do encourage others to engage.

Don'ts

- Don't rely on hard facts and opinions.
- Don't bank on logic or sensibility to close the deal.
- Don't sell on utility and function.
- Don't bring data, instruction manuals or more product descriptions.
- Don't be dull and boring.
- Don't speak in a monotone voice.
- Don't expect a rational decision maker.

POWER: LANGUAGE OF AUTHORITY

Who are they?

Confident – Influential – Opinionated - Goal Oriented - Decisive

Do's

- Do focus on goals and plans.
- Do show how your idea commands respect.
- Do show how your solution gets to end state and goal.
- Do show time efficiency.
- Do confront the problem head on.
- Do take care of issues as soon as they arise.
- Do come prepared with solutions that solve.
- Do present facts and provide input.
- Do be clear and confident.
- Do inform and ensure confidence with research rigor.

Don'ts

- Don't focus on big ideas and not on goals and plans.
- Don't show affection over respect.
- Don't slow down decision making with more information and input.
- Don't go into analysis, paralysis.
- Don't beat around the bush, get straight to the point.
- Don't waste time to reach goals.

PRESTIGE: LANGUAGE OF EXCELLENCE

Who are they?

Ambitious – Aspirational – Discerning - Detail oriented – Strong-willed

Do's

- Do present clear rewards.
- Do focus on details.
- Do tap into trends, what's hot and present the competition.
- Do rely on first impressions.
- Do hold yourself to a high standard.
- Do set high goals and push performance to the next level.
- Do show how your solution will elevate status.
- Do centre your message on rising up, knowing more, doing more, having more, being more.
- Do define new, higher standards.
- Do bring a plan of action.
- Do elevate the perceived value.
- Do exceed expectations.

Don'ts

- Don't make concessions or settle
- Don't just be good enough.
- Don't accept things as they are.
- Don't rush decision making.
- Don't harm reputation or tarnish their image.

TRUST: LANGUAGE OF STABILITY

Who are they?

Reliable – Familiar – Stable – Predictable - Comforting

Do's

- Do rely on tradition and past performance.
- Do reinforce consistency in expectations and results delivered.
- Do focus on building loyalty for decision making.
- Do offer reliable options.
- Do pay attention to detail.
- Do what you say, say what you do.
- Do put others before your interests.
- Do stick to routine.
- Do bring ideas that have been tried and worked in the past.
- Do bring a plan.

Don'ts

- Don't fluctuate in the way you conduct yourself.
- Don't choose innovative, new and not tested ideas or solutions.
- Don't force change.
- Don't bring spontaneity or surprises.
- Don't expect to sell on impulsive decision making.
- Don't act unpredictably.
- Don't stir up conflict.

ALERT: LANGUAGE OF DETAILS

Who are they?

Perfectionistic – Reliable – Careful - Routine-oriented - Rational

Do's

- Do create urgency to avoid negative consequences.
- Do define consequences associated with your message.
- Do pay attention to the details.
- Do show your solution deflecting problems and avoiding conflict.
- Do set clear expectations.
- Do use rational risks to drive action.
- Do focus on linear and logical thinking.
- Do pay attention to schedules and budgets.
- Do communicate the cost of not taking action.
- Do show what could go wrong and how to keep things on track.

Don'ts

- Don't instigate conflict or be controversial.
- Don't be unpredictable or colour outside the lines.
- Don't be elusive or hold back details.
- Don't be complacent or too easy going.
- Don't focus on the big picture or the 10,000 foot view.
- Don't expect impulsive or quick decisions.
- Don't engage in free-form brainstorming.

MYSTIQUE: LANGUAGE OF SUBSTANCE

Who are they?

Reserved – Complex – Understated – Rational - Deliberate

Do's

- Do present data to improve decision making.
- Do provide analyzed facts and quantitative information.
- Do bring a pragmatic approach.
- Do stay in control of your communication style.
- Do bring a minimal approach, boil everything down to its essence.
- Do remain calm in situations of pressure.
- Do present facts and ideas that get to execution.
- Do listen and ask questions.
- Do present ideas in an objective, factual context.
- Do send a succinct message.

Don'ts

- Don't over-communicate.
- Don't send distracting signals.
- Don't make them the centre of attention or in the limelight.
- Don't be overt or boisterous.
- Don't show strong emotion.
- Don't engage in 'chit chat' and witty banter.
- Don't ramble, overstate or make claims that you can't back up.

7 ADVANTAGES ADD VALUE IN TEAMS

POWER

USES AUTHORITY TO EMPHASIZE THE IMPORTANCE OF THE GOAL.

PASSION

GIVES EMOTIONAL SUPPORT AND PRAISE FOR EVERYONE'S EFFORTS.

MYSTIQUE

ASKS QUESTIONS TO UNDERSTAND THE UNDERLYING ISSUES.

PRESTIGE

VERBALLY RECOGNIZES THE WAYS IN WHICH OTHERS MAKE CONTRIBUTIONS.

ALERT

ORGANIZES IN ADVANCE TO PREVENT UNPRODUCTIVE CONFLICTS.

INNOVATION

THINKS OUTSIDE THE BOX TO OFFER A COMPLETELY NEW SOLUTION.

TRUST

NURTURES RELATIONSHIPS SO THE FOCUS IS ON TEAM RATHER THAN INDIVIDUAL.

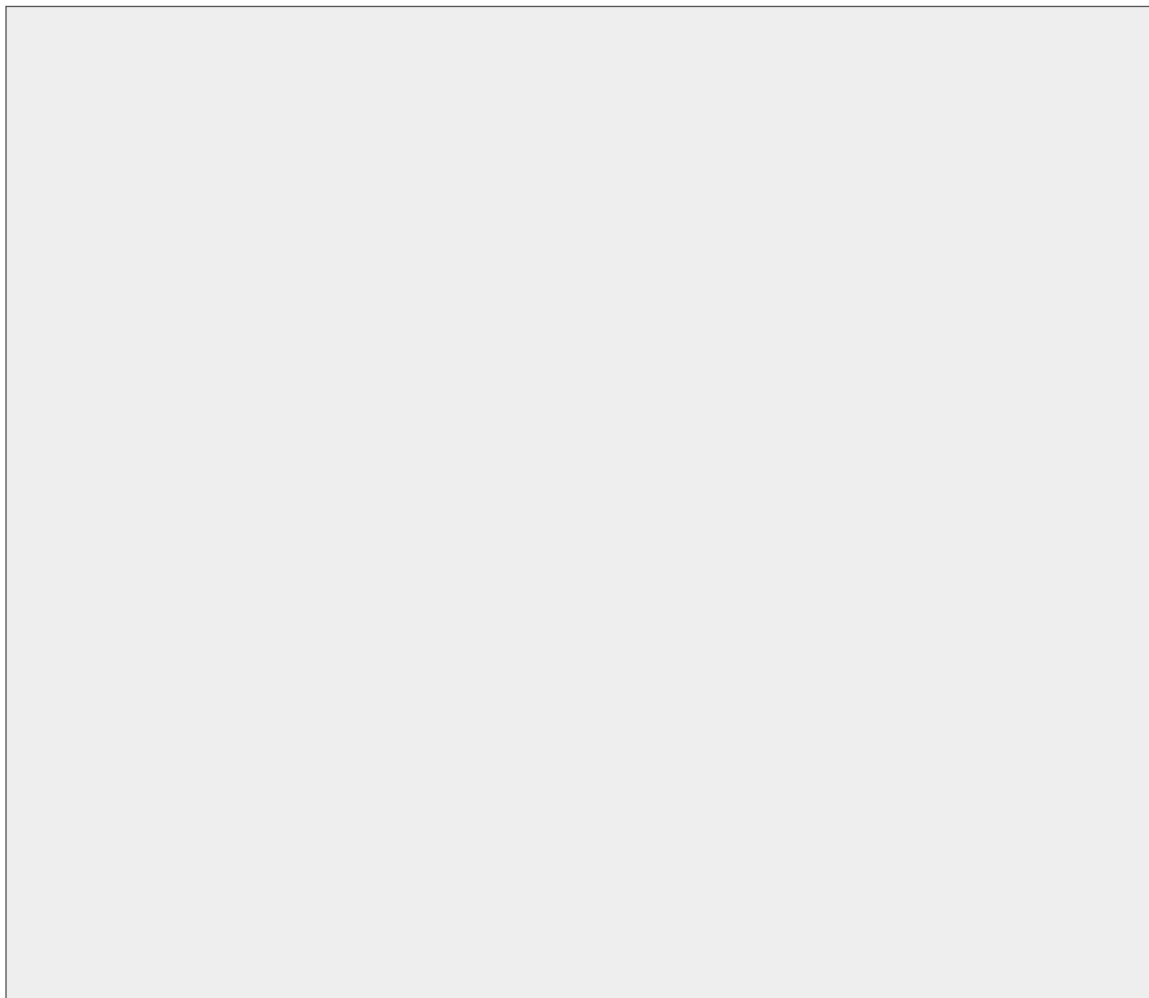
ACTIVITY 2: TEAM HEAT MAP ANALYSIS

Objective for this Activity:

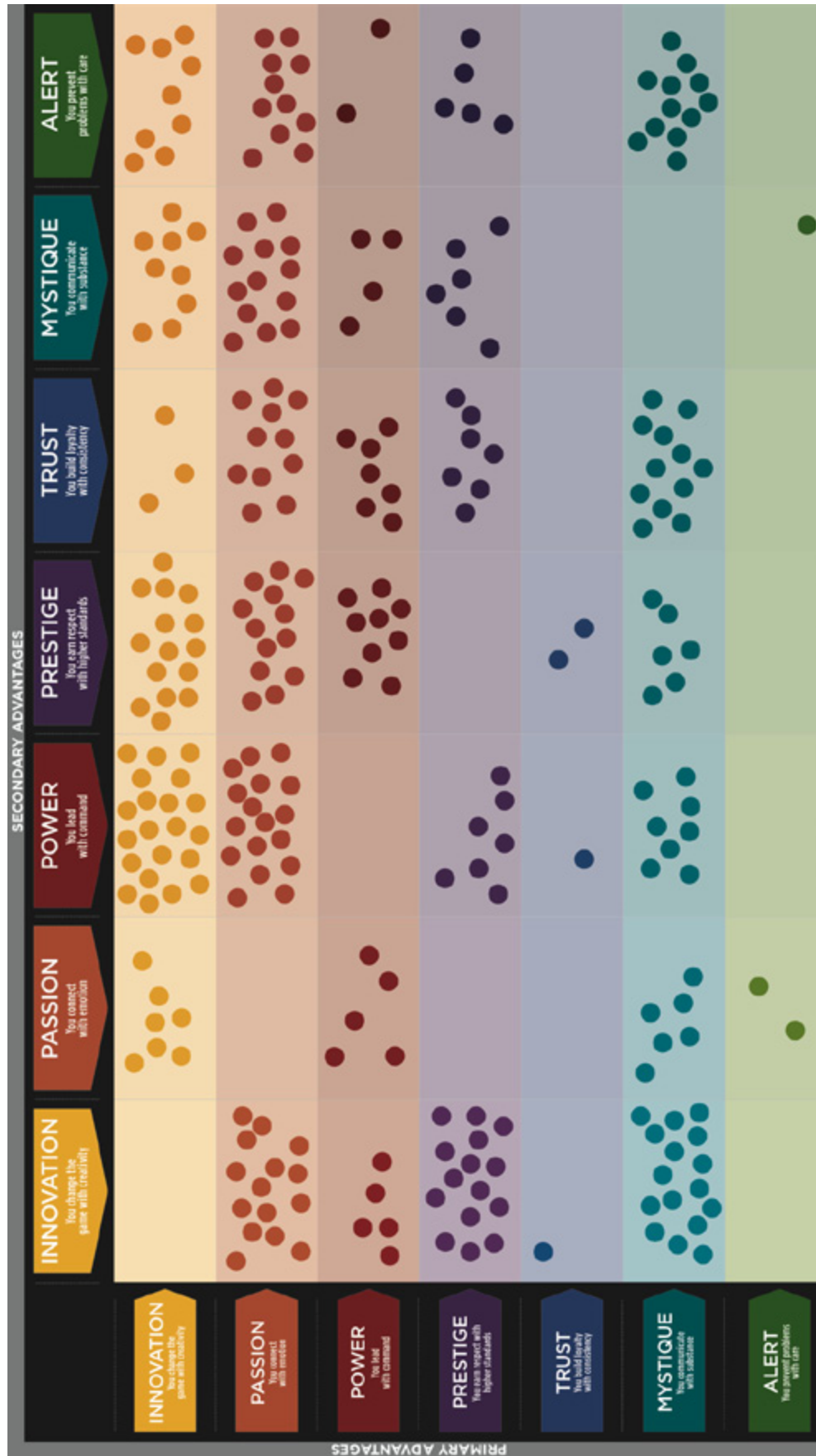
Identify and predict how a team is most and least likely to solve problems, deal with conflict and reach conclusions. Analyze a team heat map using a SWOT Analysis to identify the hidden patterns and a team's core specialty.

Next steps:

- In your break out groups assign speaker/scribe.
- Using your assigned a team heat map and a challenge to solve for: Write your responses to each S,W,O, T in your breakout room whiteboard (and capture it in your worksheet for future reference).
- Page 22-23 list key prompt questions to support your SWOT Analysis and Page 24-25 are your worksheets.



PARTICIPANT WORKBOOK | SESSION TWO

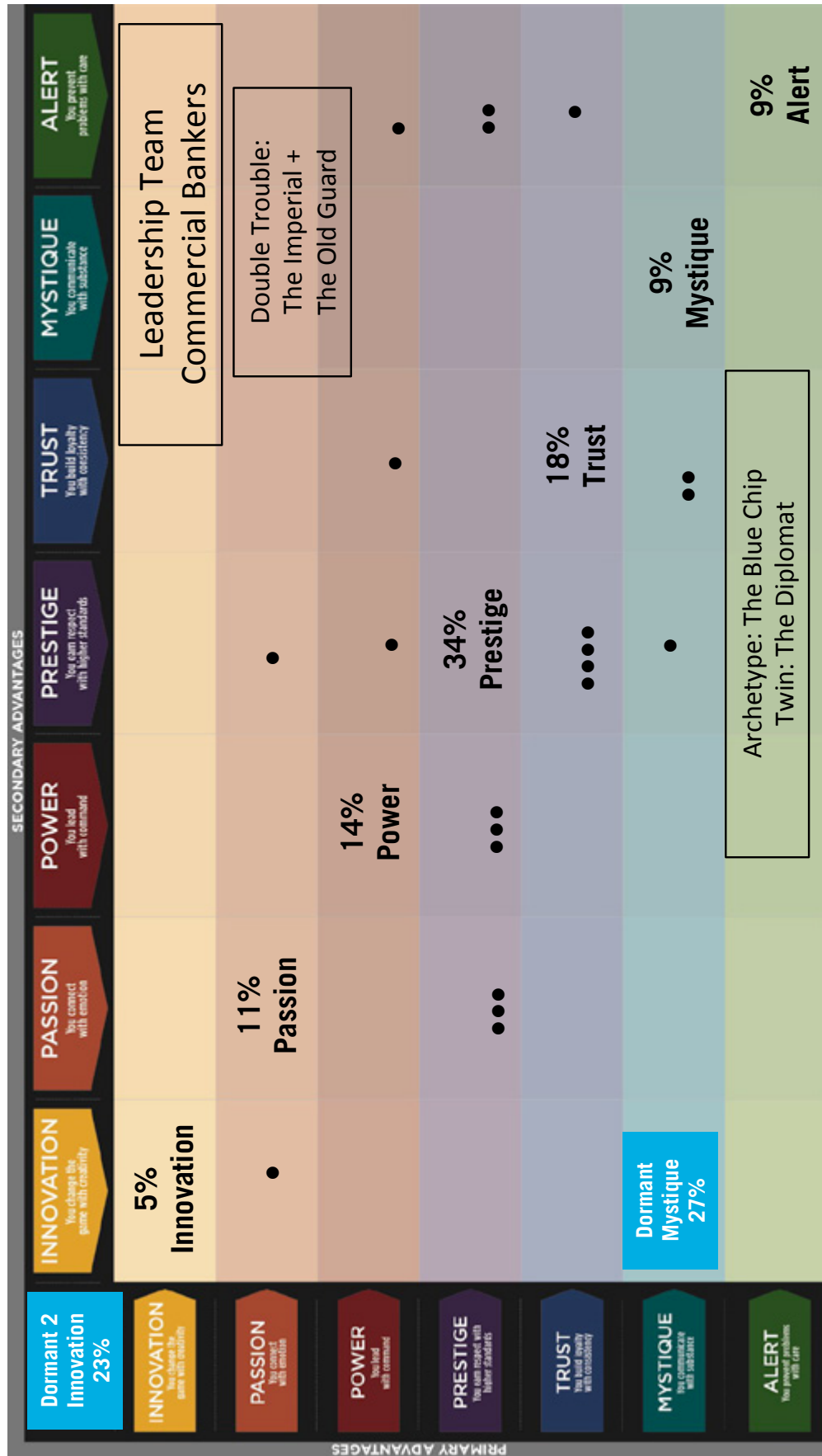


HOW TO FASCINATE® TEAM HEAT MAP

- Identify your team`s communication style.
- Predict how you are most (and least) likely to solve problems, deal with conflict and reach conclusions.
- Identify the hidden patterns in your team`s Advantage.
- Know and understand if you have one dominant Advantage, or if you`re evenly balanced.
- Identify and know your core specialty, or potentially even a disadvantage

HOW TO FASCINATE® TEAM HEAT MAP

1. Tally all the individual primary and secondary Advantages.
2. Identify the teams top 2 Advantages.
3. Review the Advantages that the team believes best represent what the team most specifically wants to achieve (if different from above).
4. Select an Archetype and review the Archetype + Twin adjectives and select the words that best describe the team.



TEAM HEAT MAP SWOT SCENARIO 1

Strengths - Advantage	Weaknesses - Dormant
<p>Consider the teams top 2 Advantages, what value does this team bring?</p> <p>Based on the teams overall Advantage distribution what are this teams strengths?</p>	<p>With a dormant of Mystique what challenges could this team face?</p> <p>What's the impact of having a high dormant in Innovation – what do they need to watch out for?</p>
Treats - Double Trouble	Opportunity - Action Plan
<p>Look at the teams Double Trouble zones – what do they need to watch out for? Name triggers and effects.</p>	<p>Formal onboarding plans, peer mentorship and rotational assignments lead to well rounded and highly engaged employees. They want to adopt these best practices so that employees are more empowered and effective. However, competing priorities and information overload seem to be getting in the way. How can they use their Team Heat Map to solve this problem? Provide 2-3 recommended actions they can take to solve this challenge?</p>

TEAM HEAT MAP SWOT SCENARIO 2

Strengths - Advantage	Weaknesses - Dormant
<p>Consider the teams top 2 Advantages, what value does this team bring?</p> <p>Based on the teams overall Advantage distribution what are this teams strengths?</p>	<p>With a dormant of Mystique what challenges could this team face?</p> <p>What's the impact of having a high dormant in Innovation – what do they need to watch out for?</p>
Treats - Double Trouble	Opportunity - Action Plan
<p>Look at the teams Double Trouble zones – what do they need to watch out for? Name triggers and effects.</p>	<p>Employees are not adopting new initiatives and best practices as quickly as management would like. Your goal is to inspire and motivate employees to take up and embrace change with agility and passion However, competing priorities and information overload seem to be getting in the way. How can they use their Team Heat Map to solve this problem? Provide 2-3 recommended actions they can take to solve this challenge?</p>

TEAM HEAT MAP SWOT WORKSHEET 1

Strengths - Advantage	Weaknesses - Dormant
Treats - Double Trouble	Opportunity - Action Plan

TEAM HEAT MAP SWOT WORKSHEET 2

Strengths - Advantage	Weaknesses - Dormant
Treats - Double Trouble	Opportunity - Action Plan

HOMework SESSION 2

Create a business development plan leveraging what you`ve learned in the FCA program and how you plan on integrating the How to Fascinate® tools into your business and with your clients.

<p>Name the clients you know who could immediately benefit from the HTF tools?</p>	
<p>What are you doing already that HTF can be integrated into and be complimenting your current programs, offers or solutions?</p>	
<p>Consider this, how is your solution solving one of these transformations:</p> <ul style="list-style-type: none">• Improving Individual Communication• Improving Team Performance• Improving Team Engagement	
<p>What `topic` can you focus on to leverage the HTF tools? i.e./ sales, branding, team building, diversity, communication, leadership, negotiating, difficult conversations, resolving conflict etc.</p>	
<p>How can you design a program (1:1 or group) that will leverage what you`ve learned using HTF? Take a shot and outline a program.</p>	
<p>What are your next steps?</p> <ul style="list-style-type: none">• Today• One week from today• One month from today• One year from today	

LEARNING REFLECTIONS + ACTION PLAN

What are your top 3 learnings from today?

1)

2)

3)

What's one thing you will do differently as a result of what you learned today?

What's the one thing you will put into practice/action after today?

THE LEGAL STUFF...

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