Essential Wisdom for Trusted Counselors

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CONSULTING

• BOTTOM LINE:
  – The core transaction of any consulting contract is the transfer of expertise from the consultant to the client. Whatever the expertise, it’s the basis for the consultant’s being in business.

• GOALS
  – Establish a collaborative relationship
  – Solve problems so they stay solved
  – Ensure attention is given to both the technical business problem and the relationships
  – Develop client commitment
    • Clarity of thinking, brilliance of solution, strength of arguments DO NOT carry the day
    • Clients experience doubt, resistance, dilemmas every step of the way
    • Skillfully navigating their emotional reactions to the effort is essential
The Big Challenge

What percent of the communications we speak do you believe is heard with its:

-- content accurately understood
-- with the meaning the speaker intended.
Communication is Challenging

Our brain’s natural wiring alone makes it challenging to maintain positive communications with peers, stakeholders and those we engage with throughout the day.

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Our Wiring Has a Big Impact

1. Limbic Brain – should I be worried?
2. Reptilian Brain – Fight, flight or freeze?
3. Neocortex – 4x’s longer to get to the rational, thinking brain

Only 10% of our communications are understood and responded to in the way that we meant them to be.
A Bit of Psychology: Transactional Analysis

Transactional Analysis
Where are you in this relationship?

Be conscious of the “state of me”
Karpman Drama Triangle

Rescuer

The Dreaded Drama Triangle
(derived from the Karpman Drama Triangle)

Persecutor

DDT™

Victim

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A Bit of Psychology: Transactional Analysis

Transactional Analysis
Where are you in this relationship?

- Be conscious of the “state of me”
Stages of Psychological Maturation

• Dependent
• Independent
• Inter-dependent
Path to Excellence

Presence

Authenticity

Connection

Open Heartedness

Definitions

- Fully focused on the client in the present moment; all your senses are taking in the conversation and situation.
- You have “joined up” with the client.
- You have moved up the emotional scale.
- Fully human, trustworthy, vulnerability in power.

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Understanding the Emotional Scale

Where do you want to be and why do you want to be there?

Our emotions (instinctive state of mind) are tied to our thoughts, and our thoughts can be managed.
Summary

• Stand in your Adult—get back to it when you leave—ideally before you transact w/others!

• Believe in our inter-dependence. Work for the good of all.

• Partner with everyone in the client’s organization. Find a WIIFM for each and serve it.

• Live high on the emotional scale—and get back up when you fall down—ideally before you transact with others!

• Develop the skills of emotional intelligence and apply them before you use your tools.

• Seek to be the best you can be when with your clients:
  
  PRESENT – OPEN HEARTED – CONNECTED -- AUTHENTIC