



# Personal Leadership Skills

Presented by  
Jim Lindell, CPA, CSP, CGMA

# Objectives

- Recognize personality types and the successful interactions with clients, peers and family.
- Apply Neuro-linguistic programming and understand nonverbal language.
- Identify techniques to enhance memory to improve recall of key facts
- Recognize Key People skills for improved job performance and relationship enhancement



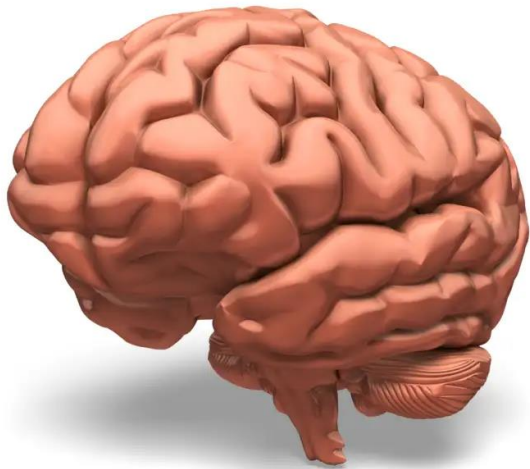
# Introduction



- People vs. Technical Skills
- What do we train for?
- Who do you know that is excellent in people skills?
- What are their characteristics?



# Improving Memory

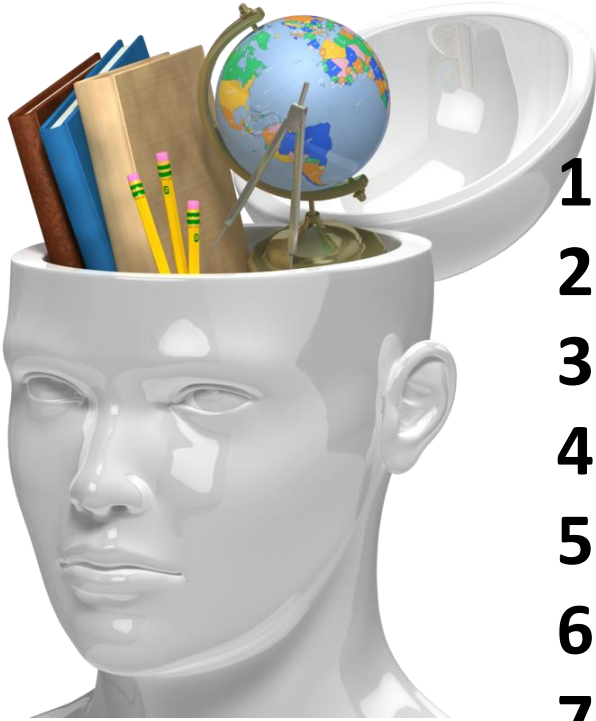


Have you ever forgotten something important?





# Memory Technique



- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_
- 10. \_\_\_\_\_

# Memory Objectives

- overview of memory,
- how to become organized,
- how to overcome everyday forgetfulness,
- how to use mnemonic devices,
- how to manage information, and
- how lifestyle can affect the performance of the student's memory.





# Memory Mnemonics

- [Mnemonics](#) (nih-Mon-icks) comes from the Greek word for "memory" and refers to using an aid to improve the efficiency of the memory.
- [Rhyme](#) - '30 days hath September' rhyme.
- The basic principle - use as many of the best functions of the human brain as possible to code information.
- The [brain codes complex stimuli](#) - images, color, structure, sounds, smells, tastes, touch, spatial awareness, emotion, and language - using them to make sophisticated interpretations of the environment.

# Association, Imagination and Location

The three fundamental principles underlying the use of mnemonics are:

- **Association**
- **Imagination**
- **Location**

# Association



Things can be associated by:

- being placed on top of the associated object
- crashing or penetrating into each other
- merging together
- wrapping around each other
- rotating around each other or dancing together
- being the same color, smell, shape, or feeling etc.

# Imagination



- Imagination is the way in which you use your mind to **create the links** that have the most meaning for you.
- The **more strongly you imagine** and visualize a situation, the more effectively it will stick in your mind for later recall.
- Mnemonic imagination can be as **violent, vivid, or sensual** as you like, as long as it helps you to remember what needs to be remembered.

# Location



- Location provides you with two things: a coherent context into which information can be placed so that it hangs together, and a way of separating one mnemonic from another.
  - For example, by setting one mnemonic with visualizations in the town of Houston, TX and another similar mnemonic with images of Manhattan, NY allow us to separate them with no danger of confusion.

# How Your Learning Style Affects Your of Mnemonics

- The three main learning styles are:
  - Visual 65% of the population
  - Auditory 30% of the population
  - Kinesthetic 5% of the population
- No-one uses one of the styles exclusively, and there is usually significant overlap in learning styles.

# Memory Implications of Mnemonics (part 1)

- Use positive, pleasant images. The brain often blocks out unpleasant ones.
- Exaggerate the size of important parts of the image
- Use humor (perhaps linked with point 2)! Funny or peculiar things are easier to remember than normal ones.
- Similarly rude or sexual rhymes are very difficult to forget!

# Memory Implications of Mnemonics (part 2)

- Symbols (e.g. red traffic lights, pointing fingers, etc.) can be used in mnemonics.  
Vivid, colorful images are easier to remember than drab ones.
- Use all the senses to code information or dress up an image. Remember that your mnemonic can contain sounds, smells, tastes, touch, movements and feelings as well as pictures.
- Bringing three dimensions and movement to an image makes it more vivid. Movement can be used either to maintain the flow of association, or can help to remember actions.
- Locate similar mnemonics in different places with backgrounds of those places. This will help to keep similar images distinct and unconfused.



# Peg Words

- The peg words strategy (REFERENCE) addresses the skill of list memorization. It is used when memorizing lists of information that must remain in a certain numerical order (e.g. item #1 in the list must go first, then item #2, etc.).

# Peg Words

- Think of a peg word to associate with each number of the list. There are several ways to develop peg words.
- One way is to use familiar words that rhyme with the numbers and that bring to mind vivid images:
  - 1 = sun
  - 2 = shoe
  - 3 = tree
  - 4 = door
  - 5 = hive
  - 6 = sticks
  - 7 = heaven
  - 8 = gate
  - 9 = vine
  - 10 = pen

# Peg Words resembling #'s

- 1 = magic wand
- 2 = swan
- 3 = 3-leaf clover
- 4 = 4-leg table
- 5 = 5-pointed star
- 6 = elephant trunk
- 7 = flag on a pole
- 8 = hour glass
- 9 = smoking pipe
- 10 = bat and ball
- 11 = spaghetti strands
- 12 = digital clock at noon

# Enhanced Mnemonics

–	Simple Peg System	e.g. Major System
Normal Range	0 - 9	00 - 99
Imagine image:		
1. Frozen in ice:	10-19	100 - 199
2. Covered in thick oil	20-29	200 - 299
3. In flames	30-39	300 - 399
4. Pulsating Violently	40-49	400 - 499
5. Made of Velvet	50-59	500 - 599
6. Completely transparent	60-69	600 - 699
7. Smelling good	70-79	700 - 799
8. In a busy road	80-89	800 - 899
9. Floating on a cloud	90-99	900 - 999

# Chaining (Link System)

- Chaining, also known as the link system, is a memory strategy in which mental pictures or associations are made between two items at a time. The first item helps to remember the second; the second item helps to remember the third, and so on until a "chain" of associations is made for as many items as need to be remembered. Directions for using the chaining strategy are as follows:
  - Identify the list of information to be remembered.
  - Arrange the list of items in order, if they need to be remembered as such.
  - Look at the first pair of items. Develop a vivid mental picture that links the two items. Remember to make effective mental pictures.
  - Look at the next pair of items, numbers two and three in the list. Develop a vivid mental picture that links the two items.
  - Repeat the process until all items in the list have been chained.
  - **EXERCISE!!!!!!**



# NLP

# What is NLP?

- **Neuro-linguistic programming (NLP)** is a field of human study concerned with empirically studying and modeling human performance and excellence, with the goal of creating transferable skill sets.

# Representational Systems

- There are 3 main learning styles (representational systems) that we all use to communicate. They are:
  - Visual,
  - Auditory, and
  - Kinesthetic.



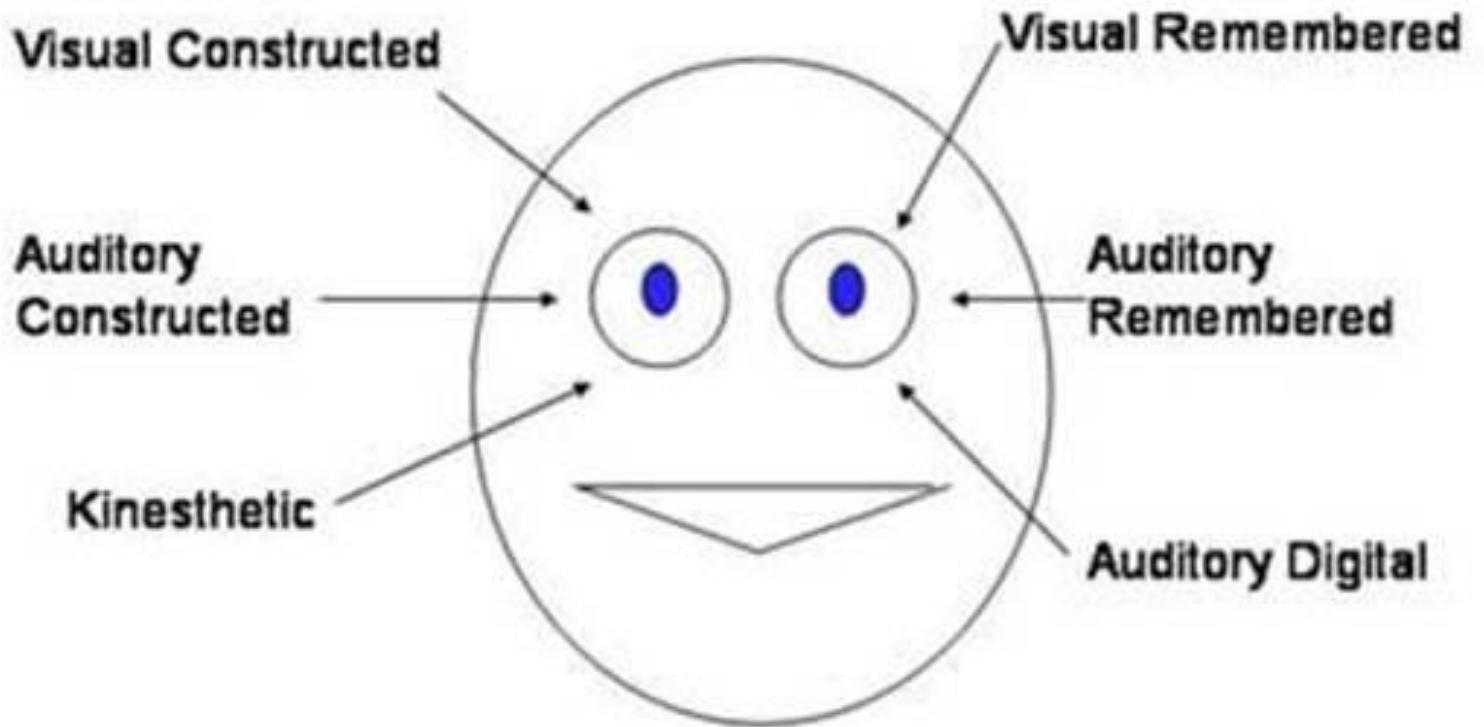
# Exercise!

## Really – this is a business lesson

- Lean to the left –
- Lean to the right –
- Stand up – sit down
- Fight, Fight. Fight!



# NLP Eye Patterns



# Questions For Practice of NLP-Rapport Techn

- 1) During conversations with clients, colleagues, and friends.  
Try to identify their dominant perceptual modes.
- 2) Keep a notebook to jot down words and phrases that indicate perceptual modes.
- 3) Practice using the same words and phrases as others in your conversations with them.
- 4) In your conversations with others, practice active listening.
- 5) Whenever someone says something important that you don't fully understand, probe for hidden meaning by asking "What?" questions. Vary this by asking "Why?" questions to determine the difference in responses.

# Checking on Rapport

- Instant Rapport can be checked by:
  - Immediate mirroring, speaking, looks, and posture.
- Group Rapport can be checked by:
  - Mirror the group, check their temperature, raise their hand.

# Matching / Mirroring





# Pacing and leading is a powerful way to influence others...

- Practice making verifiably true statements about where you are right now (E.g. I am sitting in my office, the sun is shining, it's 2005, it's Tuesday etc.)
- In a low-risk situation (e.g. with a friend), practice making some pacing comments to another person, and notice what effect they have (people will often nod or say mmm-hmmm in response.)
- Set yourself a goal for communication in a low-risk situation (e.g. to persuade the other person to go for a coffee.) Use pacing and leading to seamlessly lead them to that goal.
- Begin to identify all the areas in your life where you can start using pacing & leading to persuade others more effectively.

# Anchoring





# Reframing



# Understanding Personality Types



The four basic personality types

Table of Equivalents for the 4 Personality Types				
Merrill-Reid	Driver	Expressive	Amiable	Analytica
D.E.S.A.	Dominant	Expressive	Solid	Analytica
Hippocrates Greek Terms (370 BC)	Choleric	Sanguine	Phlegmatic	Melancho
Western Astrology	Fire	Air	Water	Earth
"What's My Style?" (WMS)	Direct	Spirited	Considerate	Systemati
The P's	Powerful	Popular	Peaceful	Perfect
The S's	Self-propelled	Spirited	Solid	Systemati
The A's	Administrative	Active	Amiable	Analytica
LEAD Test	Leader	Expressor	Dependable	Analyst
ARRAY (Jonathan Knaupp)	Production	Connection	Status Quo	Harmony
Biblical Characters	Paul	Peter	Abraham	Moses
Geier	Dominance	Influencing	Competence	Steadines
DiSC(r)	Dominance	Influencing of Others	Steadiness	Cautious Complian
McCarthy/4MAT System	Common Sense	Dynamic	Innovative	Analytic
Merrill / Wilson	Driver	Expressive	Amiable	Analytic
Plato (340 BC)	Guardian	Artisan	Philosopher	Scientist
Kretschner (1920)	Melancholic	Hypomanic	Anesthetic	Hyperast
Sprangler (1930)	Religious	Aesthetic	Theoretic	Economic
Fromm (1947)	Hoarding	Exploiting	Receptive	Marketing
Psycho- Geometrics (1978)	Triangle	Squiggle	Circle	Square/Rc
Type A or B	Type B	Type B	Type A	Type A
Type A or B	Motivated	Messy	Casual	Compulsi

PSI	Controller	Promoter	Supporter	Analyst
Brokenleg - Reclaiming Youth at Risk	Mastery	Belonging	Generosity	Independ
	Achiever	Attached	Altruistic	Autonom
	Power	Significance	Virtue	Compete
Enneagram	Adventurer	Helper	Peacemaker	Asserter
	Achiever	Romantic	Observer	Perfection
Animals	Bear	Monkey	Dolphin	Owl
True Colors(r) (1978)	Green	Orange	Blue	Gold
Children's Literature	Rabbit	Tigger	Pooh	Eeyore
Charlie Brown Characters	Lucy	Snoopy	Charlie Brown	Linus
Jane Austen Novel Characters	Emma Woodhouse	Lydia Bennet	Elizabeth Bennet	Marianne Dashwoo
Comics	Jason	Snoopy	Cathy	Ziggy
Who Moved My Cheese?  (by Spencer Johnson, M.D.)	Sniff	Scurry	Haw	Hem
The Celestine Prophecy  (by James Redfield)	Intimidator	Poor Me	Aloof	Interrogat
The Color Code, Hartman	Red	Yellow	White	Blue

# Myers Briggs

- Energy comes from E I
- Attention focused on N S
- How decisions are made F T
- Environment – comfort P J

[www.humanmetrics.com](http://www.humanmetrics.com)

Click on “Jung Typology” Free Evaluation

## Where does your energy come from?

Do you find that you are more energized after a night out with your friends, or does a night out with your friends give you a feeling of needing to regroup by some alone time? The key indicators for your energy look at the way you deal in social situations.

Prefers large groups of people, with a wide variety of friends

Act first, and then think.

Distracted easily, without as much concentration on a single task

Very talkative and outgoing.

As a host/hostess, always the center of the party.

This option fits me best  E

Prefers small intimate gatherings of close friends

Think first, then act.

Focus well, but not as much concentration on the big picture.

Good listener and more private.

As a host/hostess, always behind the scenes making sure things run smoothly.

This options fits me best I

What is your attention focused on?

Information is all around us, and the way we take it in shows our outlook in life.

Conceptual and association-based learning.  
Imaginative, with broad ideas of a project.  
Looking towards the future.  
Enjoys the changes in relationships and tasks.

This option fits me best  N

Observation and facts-oriented learning.  
Practical, with a view of each step.  
Eyes on the present.  
Likes predictable relationships and tasks.

This option fits me best S

## How do you make decisions?

Your temperament is based on the way you process the information and make decisions. This particularly shows in where your values lay - in keeping the peace or following truths.

thinks through the decision.  
works better with a list of pros and cons.  
critical by nature.  
more truthful than tactful

This option fits me best  T

decide with feelings.  
thinks through a decision based on how it affects people.  
people pleaser.  
more tactful than truthful.

This option fits me best F



What environment do you feel most comfortable in?

As you go through your life, do you see yourself being easygoing, making adjustments for changes? Or do you see yourself being organized, and enjoying consistency to make decisions in?

likes dependable situations.  
plans everything, with a to-do list in hand.  
enjoys completing projects.  
feels stressed by lack of planning and abrupt changes.  
more likely to complete a goal.  
"all play and no work doesn't finish the project."

This option fits me best J

likes flexible situations.  
waits until multiple ideas come up, and picks what to do on the fly.  
enjoys starting projects.  
feels closed in by specific plans, and looks forward to changes.  
more likely to see an opportunity.  
"all work and no play makes Jane a dull girl."

This option fits me best P

# Myers Briggs Implications

Temperament Need to Work On	
E	Listening
I	Assertiveness
S	Creative problem-solving
N	Planning, management by objectives
T	Giving feedback
F	Delegation, handling criticism
J	Stress management, risk-taking
P	Time management, planning

# 8 MTR-i team roles

- **Coaches** produce agreement and *harmony* across the team, trying to create a positive team atmosphere and reach a consensus.
- **Crusaders** produce a sense of priority, stressing those issues that have most *importance* so that discussions are focused on the most valuable topics
- **Explorers** uncover new potential in situations and people and *explore* new areas and the possibilities that they present
- **Innovators** produce a sense of *imagination* and contribute new and alternative perspectives and ideas

# 8 MTR-i team roles

- **Sculptors** bring things to *fruition*, producing action to address the most urgent matters, and using tools or techniques that they know (from experience) will work
- **Curators** produce a *clarification* of ideas and information, producing a better knowledge and clearer picture of any situation
- **Conductors** produce structure and introduce a logical *organization* into the way things are done
- **Scientists** produce *explanation* of what is happening and the cause of problems, and generate models to demonstrate how things work

## Closest Types for each team role

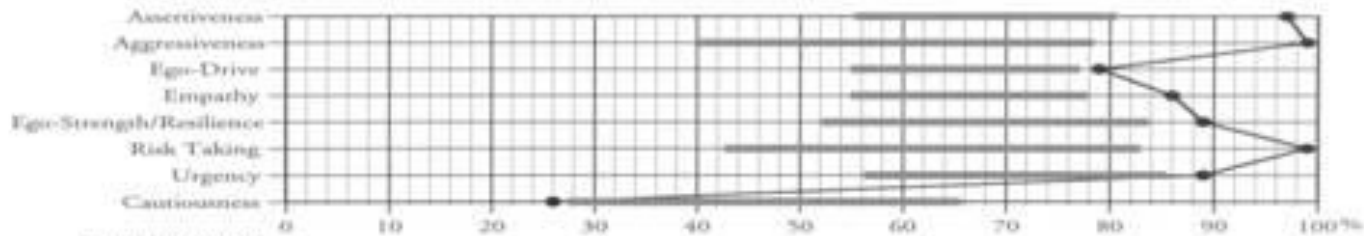
<b>Team Role</b>	<b>Closest Types</b>	<b>Next closest</b>	<b>More distant</b>	<b>Furthest Types</b>
<b><i>Coach</i></b>	ESFJ, ENFJ	ISFJ, INFJ ESFP, ENFP	INFP, ISFP ESTP, ENTP	INTP, ISTP, INTJ ISTJ, ESTJ, ENTJ
<b><i>Crusader</i></b>	ISFP, INFP	ESFP, ENFP ISFJ, INFJ	ESFJ, ENFJ ISTJ, INTJ	ESTJ, ENTJ, ISTP INTP, ENTP, ESTP
<b><i>Explorer</i></b>	ENFP, ENTP	INFP, INTP ENFJ, ENTJ	INFJ, INTJ ESFJ, ESTJ	ISTJ, ISFJ, ESTP ESFP, ISFP, ISTP
<b><i>Innovator</i></b>	INFJ, INTJ	ENFJ, ENTJ INFP, INTP	ENFP, ENTP ISTP, ISFP	ESFP, ESTP, ISTJ ISFJ, ESFJ, ESTJ
<b><i>Sculptor</i></b>	ESTP, ESFP	ISFP, ISTP ESFJ, ESTJ	ISFJ, ISTJ ENFJ, ENTJ	INTJ, INFJ, ENTP ENFP, INFP, INTP
<b><i>Curator</i></b>	ISFJ, ISTJ	ESFJ, ESTJ ISFP, ISTP	ESFP, ESTP INTP, INFP	ENFP, ENTP, INTJ INFJ, ENFJ, ENTJ
<b><i>Conductor</i></b>	ESTJ, ENTJ	ISTJ, INTJ ESTP, ENTP	INTP, ISTP ESFP, ENFP	INFP, ISFP, INFJ ISFJ, ESFJ, ENFJ
<b><i>Scientist</i></b>	ISTP, INTP	ESTP, ENTP ISTJ, INTJ	ESTJ, ENTJ ESFJ, INFJ	ESFJ, ENFJ, ISFP INFP, ENFP, ESFP

# CALIPER

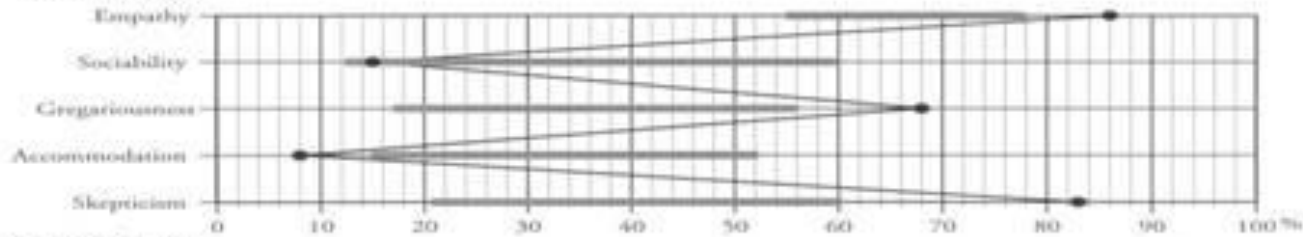
741 Mt. Laurel Road  
P.O. Box 2050  
Princeton, NJ 08543-2050  
Tel. 609-924-3800  
Fax. 609-683-8560

## Group Executives (n=11)

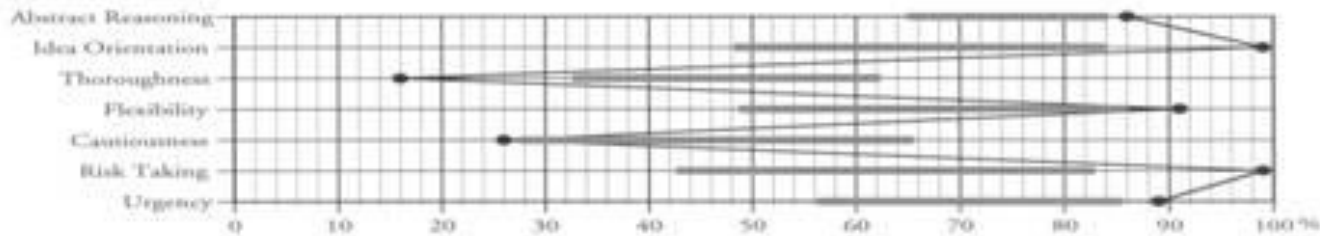
### Leadership



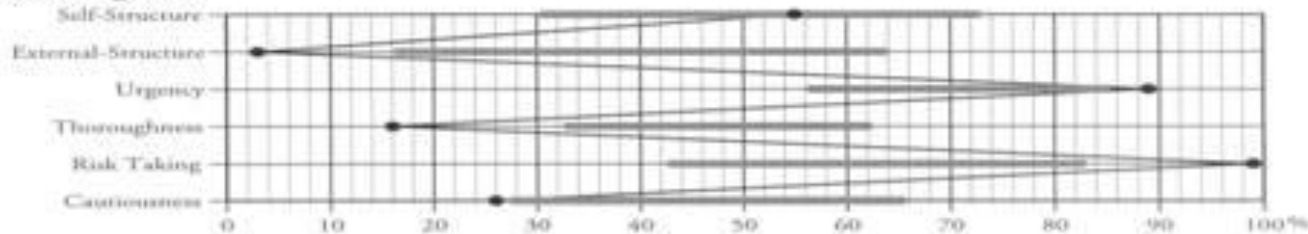
### Interpersonal



### Problem Solving/ Decision Making



### Personal Organization/ Time Management



*Note: Information on this graph is to be used in conjunction with specific work environment information. Your Caliper account manager and/or written report should always be consulted when interpreting findings from this graph. Results should not be used as a sole determinant of applicant or employee suitability.*



**SIGNATURE THEMES**

**Strategic**

**Activator**

**Ideation**

**Woo**

**Futuristic**

# Strengths

- The 34 specific strengths that the authors identified were:
- 
- Achiever – Characteristics: driver, need for achievement 24/7, fire in the belly, relentless need for achievement, work long hours.
- 
- Activator – Characteristics: impatient for action, learn from results, results are important.
- 
- Adaptability – Characteristics: live in the moment, create own future, unexpected is not a problem, flexibility.
- 
- Analytical – Characteristics: wants proof, objective, dispassionate, logical, rigorous, may be harsh in analysis.
- 
- Arranger – Characteristics: conductor enjoys managing variables, flexible with changing plans, optimizer.
- 
- Belief – Characteristics: strong beliefs, enduring core values, family-oriented, altruistic, spiritual, responsible, ethical, success is more than money and prestige dependable, work must be meaningful.
- 
- Command – Characteristics: take charge, impose your views, share alignment (with your views), confrontational, risk taking, intimidating, others drawn to you, presence.
- 
- Communication – Characteristics: like to: explain, describe, host, speak in public, and write. Desires information, likes powerful words, word pictures, vivid communication.
- 
- Competition – Characteristics: comparison to others, desire to outperform, likes metrics, likes contests, and likes to win.
- 
- Connectedness – Characteristics: connectedness, responsibility, considerate, caring, and accepting, bridge builder, spiritual.
- 
- Consistency – Characteristics: balance, fair treatment to others, unselfish.
- 
- Context – historical understanding of past yields current insight and perspective.
- 
- Deliberative – Characteristics: careful, vigilant, private, risk aware / assessor, unconcerned with popularity.
- 
- Developer – Characteristics: see potential in others, help others.
- 
- Discipline – Characteristics: predictable, ordered, planful, routine, time-oriented, precise – not necessarily neat, feel in control, hates surprises, impatient with errors.
- 
- Empathy – Characteristics: sense others emotions, walk a mile in others shoes.
- 
- Focus – Characteristics: clear direction, one goal, impatient with delays, and obstacles, valuable team member, keep everyone on point.
- 
- Futuristic – Characteristics: fascinated by future, dreamer, visionary, energizes others with visions of the future.



# Strengths

- The 34 specific strengths that the authors identified were:
  - of the future.
  - Harmony – Characteristics: seeks agreement, limits conflict and friction, and seeks common interests & harmony, practical.
  - Ideation – Characteristics: likes ideas, looks for connections, and enjoys new ideas and observations.
  - Includer – Characteristics: include all people, accepting of others, non-judgmental.
  - Individualization – Characteristics: uniqueness of each person, dislikes labeling people by types, tailors work style to needs of each person.
  - Input – Characteristics: inquisitive, collector (information — words, facts, books, quotations — or tangible objects).
  - Intellection – Characteristics: thinker, problem solver, enjoys alone private time – introspective.
  - Learner – Characteristics: love to learn, enjoys adult learning experiences.
  - Maximizer – Characteristics: seeks excellence, not interested in below average, discriminating, associates with like-minded individuals.
  - Positivity – Characteristics: praise others, see good in others, happy, lighthearted, and enthusiastic, and celebrate achievement, optimistic, sense of humor.
  - Relator – Characteristics: emphasize existing relationships,
  - Responsibility – Characteristics: responsibility, obligation to others, conscientiousness, ethical, willingness to over commit through volunteer activities.
  - Restorative – Characteristics: problem solver, enjoy challenge, restoring / repairing people, processes, organizations.
  - Self-Assurance – Characteristics: self-confident, risk taker, ability to deliver, good judgment.
  - Significance - Characteristics: - respect of others, recognition of your strengths, associate with others who are credible, professional, and successful, independent spirit, goal oriented, beyond mediocrity.
  - Strategic – Characteristics: Focus on the essential, understand complex patterns, abandon meaningless or dead end directions.
  - Woo – Characteristics: winning others over, enjoy meeting and learning about new people.

# Strengths - Training

- **STRATEGIC** - To manage the strategic person, try the following:
- Use this person on the leading edge of your company. Their observations and solution oriented techniques will help the organization.
- Have this individual involved in strategic and organizational planning for the organization.
- Send this person to training that develops strategic thinking and strategic planning.
  
- **ACTIVATOR** - To manage the strategic person, try the following:
- Use this person on the leading edge of your company. Their observations and solution oriented techniques will help the organization.
- Have this individual involved in strategic and organizational planning for the organization.
- Send this person to training that develops strategic thinking and strategic planning.

# Developing those around us



Our Staff

# Beliefs

We all become  
what we  
believe

# Expectation theory

We can influence the  
actions of other  
people based on our  
expectations of them

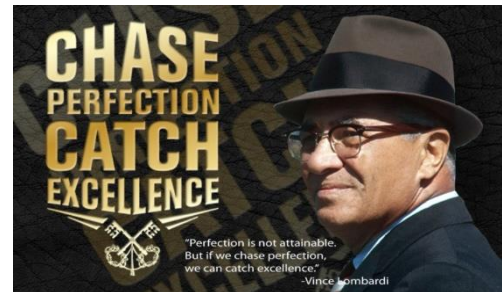


**Perception is not reality; perception creates a new reality.**

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# When are you going to get better?

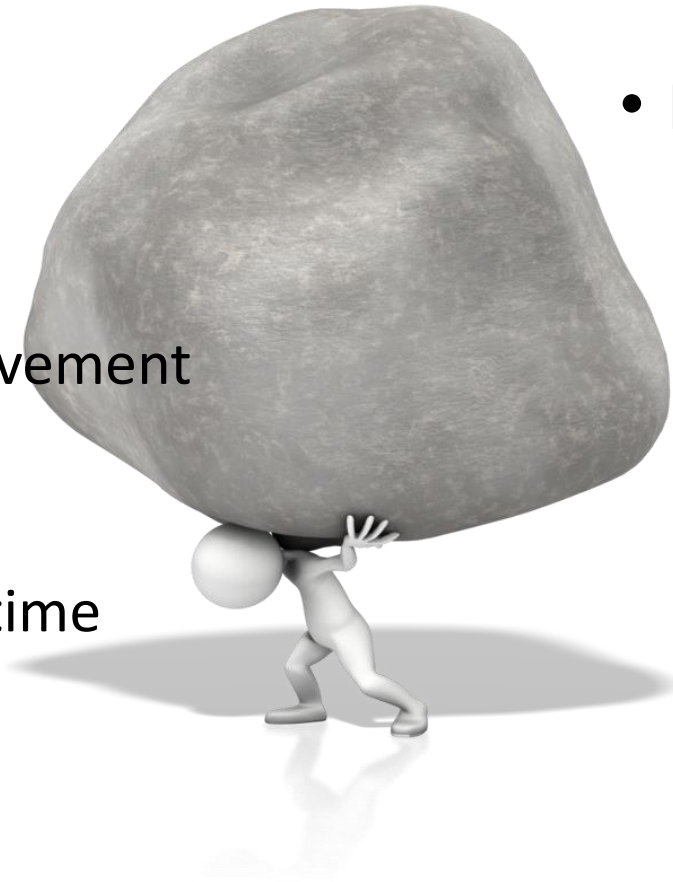
- Business
  - Planning
  - Developing People
  - Technology
  - Benchmarks
  - Sought-out Resource
  - Leadership Skills
  - Team proponent
- Personal
  - Family
  - Spiritual
  - Health
  - Balance
  - Hobbies
  - Rejuvenation



# What is holding you back?

- Business

- Boss
- Locality
- No upward movement
- Your attitude
- Your education
- Investment of time



- Personal

- Habits
- Friends
- Family
- Beliefs
- Education
- Your history



# Average of the 5 People You Hang Around

- Could also have people rate individuals
- Select who you would like to get to know
- Select a mentor



# Become an Outstanding Business Person

- Know your Business
- Understand Industry Trends
- Understand Global and Political Trends
- Access Google Alerts daily

# Health – Take Care of Yourself

- Fitbit or phone app
- BMI
- Start Today
- Blood Sugar
- Blood Pressure
- **REDUCE CARBS - Keto**

# Questions – You as a Leader

- When are you going to get better?
- What is holding you back?
- Where are you wobbling?
- Leadership questions?
  - What conflict are you avoiding?
  - Who should be fired?
  - Are your people growing?
  - What would you change AND why?
  - You just became CEO - what would you do differently?
- Are your peers outperforming you?
- Last self development outside of CPE?

# Nora – Good Friends



# Questions?

## More Information?



- Jim Lindell, President
- Thorsten Consulting Group, Inc.
  - [jim@thorstenconsulting.com](mailto:jim@thorstenconsulting.com)
  - 414-403-5806
  - [www.thorstenconsulting.com](http://www.thorstenconsulting.com)
  - Connect on LinkedIn -  
<https://www.linkedin.com/in/jimlindell/>