Energy and Engagement: Seven Levels of Energy
Agenda

• Anabolic and Catabolic Energy
• Three Critical Skills
Either/Or
Fixed Mindset
- reactive
- fear
- dissatisfied
- worry
- problem oriented
- blame others
- condescending
- unkind
- crisis mode
- my way or the highway
- judgmental
- shortsighted
- lack of passion
- inaction

Both/And
Growth Mindset
- teamwork
- trustworthy
- cooperative
- solution focused
- open to many viewpoints
- confident
- calm and kind
- inspiring
- responsive
- respectful
- positive attitude
- opportunistic
- belief in others
- productive

Catabolic

Anabolic

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no fear, worry, & judgment

lots of fear, worry & judgment
LEVEL ONE

- FEAR
- WORRY
- SELF-DOUBT
- LOW SELF-ESTEEM
- INACTION
- GUILT
- VICTIM TO CIRCUMSTANCES
- NO HOPE
- I LOSE MENTALITY
Culture of:
Apathy
Inaction
LEVEL TWO

- DEFIANCE
- RESISTANCE
- FRUSTRATION
- MY WAY OR HIGHWAY
- CONTROL
- SARCASTIC
- I WIN, YOU LOSE
- JUDGE OTHERS
Level 2

Culture of:

Skepticism
Defiance
LEVEL THREE

• COOPERATE
• TOLERATE
• JUSTIFY
• RATIONALIZE
• COPE
• TAKE RESPONSIBILITY
• FORGIVE
• I WIN AND IF YOU DO, GREAT!
Level 3

Culture of:

Compliance

Complacency
LEVEL FOUR

• CARE AND CONCERN
• COMPASSION
• SERVICE
• LOVE
• GRATITUDE
• SENSITIVITY
• FIX IT MODE
• YOU WIN

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Level 4

Culture of: Fixing Service
LEVEL FIVE

• COMMITTED ACTION
• EXCELLENCE
• ACCEPTANCE
• BELIEF IN OTHERS
• DRIVE AND PASSION
• OPPORTUNISTIC
• ENTREPRENEUR
• CONFIDENT
• WE WIN OR NO ONE WINS
Culture of:
Commitment
Opportunity
LEVEL SIX

• SYNERGY
• VISIONARY
• INNOVATIVE
• ONENESS
• JOYFUL
• WE ALWAYS WIN
Culture of:

Unity

Vision
# How committed are you?

<table>
<thead>
<tr>
<th>Paper Bag</th>
<th>Boxer Headgear</th>
<th>Sun Hat</th>
<th>Fireman’s Helmet</th>
<th>Baseball Hat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fear</td>
<td>Frustration</td>
<td>Compliance</td>
<td>Service</td>
<td>Commitment</td>
</tr>
<tr>
<td>I can’t do this.</td>
<td>I won’t do this.</td>
<td>I’ll do it.</td>
<td>I’ll do it for you.</td>
<td>Let’s do this together.</td>
</tr>
<tr>
<td>Take it personally</td>
<td>Blame others</td>
<td>Tolerate and move on</td>
<td>Fix it to make it better</td>
<td>It’s an opportunity</td>
</tr>
<tr>
<td>Inaction</td>
<td>Procrastination</td>
<td>Defiance</td>
<td>Passive Aggressive</td>
<td>Intimidation</td>
</tr>
<tr>
<td>Compliance</td>
<td>Cooperation</td>
<td>Obligation</td>
<td>Concern</td>
<td>Ownership</td>
</tr>
<tr>
<td>I have to do this.</td>
<td>They have no clue.</td>
<td>I’ll do it.</td>
<td>This will help us fix the problem.</td>
<td>It’s exciting to see the possibilities this will have.</td>
</tr>
<tr>
<td>• They’re making me do this.</td>
<td>• It didn’t work last time and won’t work now.</td>
<td>• I’ll meet the requirements.</td>
<td>• I can help you.</td>
<td>• We can meet and exceed our goals.</td>
</tr>
<tr>
<td>• They know I can’t do this.</td>
<td>• I’ll sit here like I’m listening, but still do it my way.</td>
<td>• I can tolerate this.</td>
<td>• I am willing to do whatever is needed to help the team.</td>
<td>• We are empowered and engaged.</td>
</tr>
</tbody>
</table>

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Critical Skills

- Clarify
- Affirm
- Powerful Questions
Powerful Conversations

✦ Focus on the energy not the story
✦ Stay out of the box-allow them to do the thinking
✦ Clarify
✦ Affirm
✦ Powerful Questions

Have you thought about…
One time I …
Next time you might…
Why did you do that?
Purpose: To ensure understanding and demonstrate listening intently

- Summarizes
- Paraphrases
- Reiterates
- Mirrors back

Pair this skill with: Affirm

page 25
Purpose: To normalize someone’s emotions. It does not indicate agreement

- Authenticate, Substantiate, Validate and Normalize

Avoid:
- I statements
- But
- Judgment statements

Sounds Like:
- Having that feeling right now is completely normal.
- Knowing you value _____, it makes perfect sense you would feel that way.
I have so much to do by Friday. I have to complete three new client presentations for the same day. Plus, I have the quarterly reports to finish.

Clarify: It is overwhelming having all these important deadlines on the same day.

Affirm: Knowing you value meeting deadlines and doing quality work, it makes sense you are overwhelmed.
Powerful Questions

**Purpose:** To explore values and beliefs, to gain clarity, and to seek possibilities and solutions from within

- Open-ended
- Who, what, when, where, how
- Plural language to expand thinking (i.e. idea to ideas)

**Avoid:**

- Why...can put people on the defensive or can indicate judgment
- Leading
- Multiple questions
Personalized Professional Support from the INside Out

✉️ Get INSpired Weekly
“God, grant me the serenity to accept the things I can not change, the courage to change the things I can, and the wisdom to know the difference.”

“God, grant me the serenity to accept the people I cannot change, the courage to change the one I can, and the wisdom to know—it’s me!”