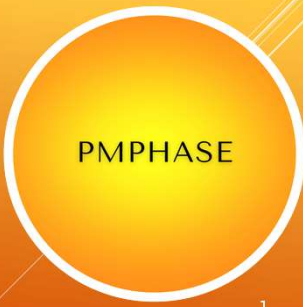


Respond vs. React
Presented By
India Brown, President



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About the Speaker

India M. Brown, MBA, CPC

India Brown is a small business owner with over 20 years of experience in project management. Working as a freelance consultant, recognized for effectively managing large projects, and leading project teams, she started her own consulting firm, Brown Design and Workflow Creations, LLC (DBA- PMPHASE).

She has successfully been operating PMPHASE consulting firm, since 2013 offering consulting project management services to various clients. Her portfolio includes projects in the healthcare industry, information technology, revenue cycle management, education, training and development, and mentoring.

Education:
 Bachelor's in Business Administration, from Indiana Institute of Technology,
 Masters of Business Administration (MBA), from Northcentral University.



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What Will Be Covered

- ▶ **Respond vs. React**
 What does this mean to you?
- ▶ **Triggers**
 What may drive your response behavior?
- ▶ **Develop the "Respond" Skill**
 Learn these skills to enhance your communication techniques
- ▶ **Deactivate the "React" Button**
 Practice a different behavior

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Key Takeaways

- ▶ Recognize the difference between “respond vs react”
- ▶ Identify 2 of your own “triggers”
- ▶ Develop and maintain “respond” skills
- ▶ How to manage your “reactive” replies

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Respond vs. React Scenarios

Scenario 1

The work on the project is behind, there are concerns, you were not monitoring the schedule and workload effectively. What is your plan to get the project back on track?

Your reply
The schedule and workload are/were being monitored; however, added changes created challenges within the project work. I will put together a plan that will hopefully put the project back on schedule.

Scenario 2

Hi India, I am not sure if you received my previous emails with the task assignment list. The bosses would like you to complete the due task and give them an ETA on completion.

Your reply
I did not receive or have seen any emails from you, but I will follow-up with the assigned task and send a completion ETA.

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Respond vs. React

In Person or Electronically

<p>Respond</p> <ul style="list-style-type: none"> ✓ Reply with mutual purpose <ul style="list-style-type: none"> ▪ Find a solution ✓ Reply to a request <ul style="list-style-type: none"> ▪ Locate the key terms ✓ Avoid offering detailed explanations <ul style="list-style-type: none"> ▪ Do not provide an answer to a question that has not been asked ✓ Address the situation (request) and not the person (messenger) 	<p>React</p> <ul style="list-style-type: none"> ✓ Reply with emotions <ul style="list-style-type: none"> ▪ Solutions can get lost ✓ Reply with validation <ul style="list-style-type: none"> ▪ Our perception of negative information ✓ Reply passive-aggressively <ul style="list-style-type: none"> ▪ The intent to resolve becomes unclear ✓ Reply with preconceived ideas <ul style="list-style-type: none"> ▪ “You think you know where this is going”
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Respond vs. React Scenarios

Scenario 1

The work on the project is behind, there are concerns, you were not monitoring the schedule and workload effectively. What is your plan to get the project back on track?

Your reply
The schedule and workload are/were being monitored; however, added changes created challenges within the project work. I will put together a plan that will hopefully put the project back on schedule.

The Difference between Respond vs. React

React reply
The schedule and workload are/were being monitored; however, added changes created challenges within the project work.

Respond Reply
Thank you for the feedback, I will share the plan within the next 2 days to get the project back on schedule.

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Respond vs. React Scenarios

Scenario 2

Hi India, I am not sure if you received my previous emails with the task assignment list. The bosses would like you to complete the due task and give them an ETA on completion.

Your reply
I did not receive, nor have I seen any emails from you, but I will follow-up with the assigned task and send a completion ETA.

The Difference between Respond vs. React

React reply
I did not receive, nor have I seen any emails from you, but

Respond Reply
Thank you for the update, I will follow-up with the assigned task and send out completion dates.

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Triggers

Triggers are our emotional déjà vu's

Take a professional inventory of your emotions

Life events

- Increased; income, responsibilities, focus on work

Insecurities

- Imposter syndrome, difficult transition from staff to leader

Self doubt

- Little confidence in your qualifications, need confirmation or validation on decisions

Take a personal inventory of your emotions

Life events

- New; parent, home, job

Insecurities

- Afraid to fail, people pleaser

Self doubt

- Always see imperfections, feeling like I cannot get it right

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Respond vs. React Scenarios

Scenario 3

Welcome to your new role. We are excited you are here. However, we had an expectation that we would have seen an increase in sales by now. Unfortunately, we have not seen the increase we had hoped. Do you have some ideas on how we can help increase the sales in your area?

Your reply
I am still learning the ins and outs of the organization. I could use some time to understand the sales potential in the department. When my assessment is complete, I will be able to provide a better forecasting of potential sales increase opportunities.

React reply
I am still learning the ins and outs of the organization. I could use some time to understand the sales potential in the department.

Respond reply
I am going to take a few days to evaluate the departments sales potential. When my assessment is complete, I will provide details on methods to increase sales opportunities.

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Respond vs. React Scenarios

Scenario 4

Hey Sarah, it seems a little odd that you decided to add additional resources to this project when the numbers do not align for that type of decision. Will you review the numbers again and ensure the decision is sound?

Your reply
I understand your confusion, however I do not find any decisions I make to be "odd". I reviewed and assessed the project needs and determined additional resources were needed. A reconsideration is not needed on any of my final decisions.

React reply
I understand your confusion, however I do not find any decisions I make to be "odd". A reconsideration is not needed on any of my final decisions.

Respond reply
I understand the concern, based on my detailed review and assessment of the project needs, I determined additional resources were needed and there will not be a negative impact on the budget.

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Develop "Respond" Skills

Critical thinking

- ✓ Understand and focus on the purpose of the request
- ✓ Design responses that offer solutions

Stay Professional

- ✓ Actions
- ✓ Behaviors
- ✓ Body language

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Develop “Respond” Skills

Listen/Focus

- ✓ Disregard the banter* or jargon
- ✓ Do not get distracted

Emotional Control

- ✓ Master all of your emotions not just your triggers
- ✓ Slow or stop the emotional fog

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Deactivate “React” Button

- 1) **Practice a different behavior**
 - ✓ Step away and pause before responding
 - ✓ Look at things from a different perspective (nothing’s personal)
- 2) **Examine professional/personal relationships**
 - ✓ Find the mutual gain
 - ✓ Do not pre-judge intent/intentions
- 3) **Self-monitor**
 - ✓ Be attentive to your emotional cues
 - ✓ Ask yourself “ Is what I am feeling an emotional déjà vu”?

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Reading Resources

Crucial Conversations
By: Patterson, Grenny, Mcmillan, Switzler

Difficult Conversations - How to Discuss What Matters Most
By: Douglas Stone, Bruce Patton, Sheila Heen

Check in With Yourself
By: India Brown
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Stress-less leadership
By: Dr. Nadine Greiner

Emotional Intelligence For The Modern Leader: A Guide to Cultivating Effective Leadership and Organizations
By: Christopher D. Connors

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