

## STORYBOARD

OLDP Q4 – **Perceiving AND Reading the Room** NOVEMBER 14th at 1pm -


We'll use the skills covered in this year's past webinars to examine and recognize when to apply the **principles of Emotional Intelligence**. How are participants using these skills to enhance their ability to "read the room" in any business situation.

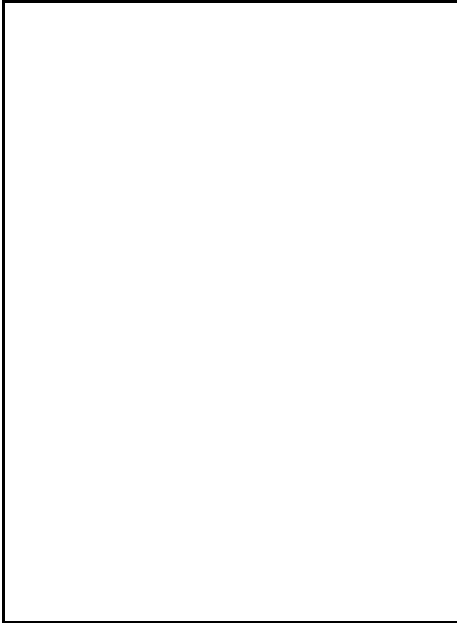
Welcome & introductions	<p>Today's session is on perceiving and reading the room.</p> <p>This is our second webinar in this series. We began this webinar series by identifying the core competencies and behaviors inherent to Emotional Intelligence. We assessed your personal strengths and identified areas of improvement.</p> <p>This webinar will touch on what is needed to create and maintain a positive environment that allows our most confident selves to "show up", even in difficult situations. Participants will also explore the best practices for building relationships while establishing your brand.</p>
Opening 2 minutes	<p>Have you come out of meeting or presentation and you have no idea how things went? If it was good or bad? You have no idea if the people in the meeting thought you did a great job or if they hated the presentation? Or what about this-have you ever come out of a meeting thinking-that went great. And then you heard someone else talk about the same meeting with a totally different perception? Do you wonder if you were in the same meeting?</p> <p>What emotions would you use to describe this experience?</p>
Introduction 3 minutes	<p>Why does this happen? What causes this disconnect between our perception and the perceptions of others?</p>

	<ul style="list-style-type: none"> <li>● Sometimes, we are too caught up in our own presentation to notice how others are acting or reacting</li> <li>● You were paying attention to someone else</li> <li>● Sometimes we see people aren't engaged, but we don't know what to do about it.</li> <li>● Sometimes we make the wrong assumptions or conclusions</li> <li>● We aren't <b>“reading the room”</b> accurately.</li> </ul> <p>If you know what to look for there are signs everywhere that you can use to assess how the interactions are going, if they are positive or negative and you make adjustments where needed.</p> <p>Give real-life example of someone reading the room well- or not so well...</p>
<p>Define Read the Room</p>	<p>Today we are talking about Perceiving <u>AND</u> Reading the Room.</p> <p>What does it mean to read the room? What's involved?  How strong are your skills in this area?  When is this easy to do? Difficult to do?</p> <p>To absorb what is being said in the non-verbal language. It's the only way to know if you're resonating with your audience — whether it's your boss, a room full of co-workers or your kids.</p>
<p>Connecting to EI  5 minutes</p>	<p>This topic of reading and perceiving the room is strongly related to EI- emotional intelligence, a topic we presented in August.</p> <p>In that webinar, we focused on the 4 quadrants of EI-  What are the 4?  self-awareness</p>

	<p>social awareness self-management relationship management</p> <p>Which of these components do you feel are involved in Reading &amp; perceiving the room? Why?</p> <p>How does the ability to read the room relate to self-awareness? How does the ability to read the room relate to social awareness? How does self-management relate to the ability to read the room? How does the ability to read the room relate to relationship management?</p> <p>All of them Remember your EI can be learned and strengthened. Emotional intelligence is more than just the ability to regulate your emotional reaction; it is a key strategy in communicating well. A large component of true emotional intelligence is the ability to read social cues and react appropriately. Which is what reading the room is about...</p>
<p>Importance:</p>	<p>Why is reading the room an important skill? The premise of each meeting may be different, but the purpose is the same: to effectively communicate your message and achieve a desired result. Whether that's adding a new client on your sales roster or a chunk of change to your paycheck. You need to understand other people — what they want, what they don't want, their fears, hopes, dreams, and motivations. This builds trust. And trust is fundamental to getting things done.</p> <p>When we looked at self-awareness in EI we discussed the idea of MAP. Mind/Appearance/Physiology The focus on self-awareness will help you in the process of reading the room.</p>

	<p>How have you used the MAP strategy? How do you see this strategy in relation to the skill of reading and perceiving the room?</p>
<p>Communication 3 minutes</p>	<p>Remember “communication” made up of three things - what are they?</p> <ul style="list-style-type: none"> <li>● what you say (word choice)</li> <li>● how you say it (tone)</li> <li>● your body language</li> </ul> <p>How is it broken down? What percentage of communication occurs from what you say? The language you use? Or your tone? And body language?</p> <p>According to research by UCLA - only 7% of communication is based on the actual words we say. As for the rest, 38% comes from tone of voice and the remaining 55% comes from body language. Learning how to become aware of and to interpret that 55% can give you an advantage with other people.</p> <p>The majority of what we communicate is through our body language, not through the words we speak. If you’re not looking at people, you can’t feel them or sense them.</p> <p>It’s important to open your eyes and listen.</p> <p>Why are these observations important?</p>
<p>Define Perceive 2 minutes</p>	<p>Not only do we have to observe our surroundings, but we have also make perceptions. How would you define perceive? What does it mean to make a perception?</p> <p><b>Perceive:</b> to interpret or look on (someone or something) in a particular way; regard as.</p> <p>Sometimes this is referred to as your gut feeling. What you think is going on or how you would explain a situation.</p>
<p>SEE- (1- Sense, 2- Evaluate, 3- Execute)</p>	<p>At the beginning of this webinar, I asked you if there was a time when your observation and perception was off in a meeting or presentation...</p>

	<p>So what's the best way to read the room?          We have a three-step process for reading <u>and</u> perceiving the room:          Here's a process to follow: <b>SEE</b> -</p> <ul style="list-style-type: none"> <li><b>1- Sense</b></li> <li><b>2- Evaluate</b></li> <li><b>3- Execute</b></li> </ul>
<p>Sense:          10 minutes</p> 	<p><b>1- Sense -making observations</b></p> <p>Upon entering a meeting, take 30 seconds to one minute to do a scan of the individuals. What types of observations should you note? What do you look at to check someone's current state- their feelings, attitude, mood, etc.?</p> <ul style="list-style-type: none"> <li>● Facial expressions</li> <li>● Body language</li> <li>● is their body language open, closed or neutral?</li> </ul> <p>What about their facial expressions?          Try to pick up on the almost invisible clues on how people are feeling by looking carefully at their facial expressions, posture, and body language.</p> <p>What else should you take note of?</p> <ul style="list-style-type: none"> <li>● who's next to whom, who's smiling, who's not, who's standing, who's sitting, and how much space is between people.</li> <li>● How people are interacting -are people chatting with each other, looking down at their phones, etc?</li> </ul>
	<p>When you are reading the room, you may need to look closely at certain people- who is in charge? Have you ever watched a person walk into a room, and immediately, you have known that they were the one in charge? How do you identify that? How can you tell who the leader is? What observations tell you this? In situations you aren't familiar with everyone in the room - why is this important?</p>



That effect is largely about body language:

- erect posture
- gestures made with the palms facing down
- open and expansive gestures
- The brain is hardwired to equate power with the amount of space people take up.
- Standing up straight with your shoulders back is a power position; it appears to maximize the amount of space you fill. Slouching, on the other hand, is the result of collapsing your form; it appears to take up less space and projects less power.
- Maintaining good posture commands respect and promotes engagement, whether you're a leader or not.



**(reduce the number of faces, and number them)**

Look at this picture.  
Which face do you are you drawn to first?  
What is the expression telling you about the person's mood or emotion?

Which faces are expressing "neutral" body language?



Let's go a little deeper and talk about micro expressions. Be on the lookout for quick micro expressions such as fleeting smiles, raised eyebrows, or even tiny frowns. This is easy to do when it is a small meeting or a one-on-one. In bigger meetings with more people, you will have to scan the room quickly to get a general feel for the mood and tone of the room.



Back to step 1 of reading and perceiving the room - sensing. Let's take a look at this picture- what do you observe?  
What do you notice? What observations can you make about their body language and facial expressions?



Here's a different one- What do you notice? What observations can you make about their body language?

How does the tone in this picture compare to the first one?

Observations & perceptions  
5 minutes

Ok. We've made these observations- the open body language, the closed or neutral body language. Now we have to make sense out of these observations. Many times, we jump directly to a conclusion, instead of really trying to make sense out of what we saw.

What's the difference between observations & perceptions?

Observation is what you see or hear. Perceptions are interpretations of what they mean. Once you've tuned into the emotions and energy in the room you can try to make sense of what you think you know.


Why are perceptions tricky? Are your perceptions always correct? What plays into our perceptions?

- Biases
- Experiences
- We sometimes make false assumptions
- you don't know what they might be thinking about, worrying about, anxious, etc.

Consider the people in the group more broadly and reflect on the possible reasons for their individual and collective emotional states. Are there other things going on that would cause this type of engagement or reaction? What's happening in their lives? What's going on in their jobs? What do you know about these people? If you don't know much, this can be tricky, but you can still come up with hypotheses for what's motivating people.


	<p>So, we make observations, and we see someone looking at their watch. Then we need to make meaning of that observation.</p> <p>What conclusion could you make?</p> <ul style="list-style-type: none"><li>● They are bored</li><li>● They can't wait until the presentation is over to ask you questions</li><li>● They have to leave at a certain to make their flight back to their office.</li><li>● They are expecting their doctor's office to call to give some anticipated news.</li></ul> <p>Many times, we assume things and that's what makes our perceptions tricky.</p> <p>Let's look more at body language- How can you tell if a meeting or conversation is going well - what observations do you look for that you would perceive as positive??</p> <ul style="list-style-type: none"><li>● The head nod. "If people are engaged, you're going to get a head nod</li><li>● Open body language- If they're leaning in, if their hands are out and open, palms facing up, that's a good sign that they are connecting with you</li><li>● When two people are getting along, their postures and movements mirror each other's.</li><li>● This is because we mirror each other when we're feeling a connection.</li></ul> <p>How can you tell if meeting or conversation isn't going well?</p> <ul style="list-style-type: none"><li>● If they're looking away, looking at their notebook scribbling notes, they're not there with you</li><li>● Closed body language -If they're leaning back in their chair, they look like they're hanging out or bored</li><li>● If someone is leaning in and all of a sudden you say something and their arms crossed, now I know I said something that this person didn't like. But you'll miss it if you're not looking.</li></ul>
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	<ul style="list-style-type: none"> <li>● Remember that communication occurs both in verbal and non-verbal ways.</li> <li>● Take note of the body language and also listen to what they are saying (or not saying)</li> <li>● Crossed arms and legs signal resistance to your ideas. Crossed arms and legs are physical barriers that suggest the other person is not open to what you're saying. Even if they're smiling and engaged in a pleasant conversation, their body language tells the story.</li> </ul>
<p>2- Evaluate 5 minutes</p>	<p><b>Interpreting these observations is the second step in reading &amp; perceiving the room. You are making meaning of what you observe.</b></p> <p><b>2- Evaluate - What do those observations mean?</b></p> <p>After making these observations, the next step is to evaluate what they mean.</p> <p>Just now when I asked you to tell me what observations tell you how a meeting is going...that's your process of perceiving.</p>
	<p>Let's look at this picture. What do you notice? What observations can you make about each person's body language?</p> <p>What perceptions can you make about this image?</p> <p>How do you think things are going?</p> <p>How would you describe this situation?</p> <p>How would you feel if you were the girl in white?</p> <p>How would you feel if you were the man sitting down?</p> <p>(This was from the "finger pointing" picture in the previous draft, but still an important gesture). If someone is closing their palm and pointing with their index finger, then they're trying to display dominance — though it doesn't always work out.</p>
<p>6 minutes</p>	<p><b>3- Execute - putting your perceptions into action and managing your emotions</b></p>

	<p>So, we've talked about making observations and then interpreting those observations. The next step is to execute - or act upon your perceptions. You perceive things aren't going well. Your presentation or pitch isn't going well. What can you do to adjust the tone in the room? Or if things are getting heated?</p> <p>And note that you may be the one to step in and execute actions to change the tone in the room when others are talking. Are you a project lead? Do your team meeting go sideways sometimes? How can you step in and assist your colleague who is floundering or losing control of the dialogue?</p> <ul style="list-style-type: none"><li>● Use humor</li><li>● Empathize with the group — acknowledge their possible emotions - make them feel okay</li><li>● Determining who in the room has the most social or hierarchical capital and then focusing on getting that person on your side. It could be a person who has the most seniority, or the person who others are sitting closest to. It could be the person who's telling jokes and has the ability to lighten the mood.</li><li>● Keep an eye out for any positive signals — the executive in the corner who's smiling, for instance — and concentrate on those.</li><li>● Importantly, continue to pay attention to what's not being said. Most people are just waiting to talk.</li></ul>
	<p>Or how could you change your body language to cause a change in the emotion of the room?</p> <p>?</p> <p>You might pause in your speaking and change your position: sit if you've been standing, step from behind a podium, or move to their side of the table.</p>

	<p>What might you say if everyone is looking at the clock?</p> <ul style="list-style-type: none"><li>● You might say, “I see we’re halfway through our scheduled time and I’m concerned I might not be addressing our topics usefully. What can I cover in the remaining minutes that would be most helpful?”</li></ul> <p>What about when you reach a point of no forward movement... or you’ve missed something?</p> <ul style="list-style-type: none"><li>● “I’ve been assuming _____. Is that correct, or is there something I’m missing?” Or verbally shift the attention to your audience: “I’ve been so focused on what I wanted to tell you that I didn’t ask about your experience.” You can even address the room more generally by saying, “I’d like to take a pause and check in with how everyone’s doing.”</li></ul> <p>Remember you can’t observe if you’re spending most of your time talking. You need to listen. Be present. Be engaged. Make eye contact.</p> <p>Most importantly, if things aren’t going well, keep your emotions in check. This takes tremendous skill and self-control. If, say, the room is reverberating tension, don’t let yourself be hijacked by negative energy, and don’t give in to your natural inclination to be frightened and angry. (Recall that amygdala hijack &amp; how to avoid it.)</p> <p>What strategies do you use to keep your brain from getting hijacked?</p> <p>Think back to difficult conversations...if the conversation or meeting isn’t going well, how do you invite engagement?</p> <p>What are some open-ended questions you could ask?</p>
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	<ul style="list-style-type: none"> <li>● What do you think about...?</li> <li>● What are the consequences of...?</li> <li>● Have you experienced this?</li> </ul>
	<p><b>Skills practice: Let's take a look at this example:</b>  <b>Let's practice SEE: Sense-Evaluate-Execute</b>  Here's the meeting... you are leading it. They are all looking at you.</p>
<p>5 minutes</p> 	<p><b>Sense-</b>  What observations are you making?</p> <p><b>Evaluate -</b>  What's going through your mind right now? What sense do you make of the body language?</p> <p><b>Execute -</b> Now what are you going to do? How do you shift the emotional tone in the room? What can you say? What can you do?</p>
<p>Closing  2 minutes</p>	<p><b>Using these skills to reading and perceiving the room is crucial in your development as a leader. You are purposefully and actively taking in information from your colleagues and working toward creating positive results in the meeting or presentation. You are keying in on those non-verbal cues to interpret how you are doing. Raise your awareness of others and then acting to effectively communicate to the team.</b></p> <p><b>What do you do in these situations may determine your next steps in your career. You will be viewed as someone who can create consensus or a feeling of positivity in a room.</b></p> <p><b>What thoughts would you like to share about our webinar today? What really struck you today?</b></p> <p><b>What questions might you have?</b></p>

