

Unleash The Winner Within You: A Success Game Plan for Business, Leadership and Life



Building A Culture of Collaboration

WINNER METHOD

W-Walk Beyond Emotions

I-Intend to Understand

N-Nourish Relationships

N-Navigate to Learn More

E-Elevate Winning Conversations

R-Recover From Mistakes

A woman in a school uniform stands on the left, shouting into a megaphone. Two men in school uniforms stand on the right, covering their ears in discomfort. They are in a grassy field with a forest in the background.

ASSERTIVE COMMUNICATION

Aggressive Communicator

Passive Communicator

Passive-Aggressive Communicator

Assertive Communicator

W-Walk Beyond Emotion

QTIP:

Quit Taking It Personally

Nobody can hurt you...
Without your permission





ASSERTIVE COMMUNICATION TECHNIQUES

Broken Record: Repeat your point gently until they hear you.

Fogging: Agree with some of the facts. Avoid fights and encourages others to negotiate.

Defusing: Allow other people to cool down before having a discussion.

Shifting The Process: Stop talking about the problem and bring up their emotions. (It seems that you are upset about this. What is the root issue?)



I-Intend to
Understand



Phrases to Increase Understanding

- 1. That is interesting, tell me more.
- 2. If I understood you correctly, what you said was
- 3. I'd really like to understand you, could you explain yourself more.
- 4. I love that you are _____.
- 5. I understand this is important to you, can you give me a minute so I can give you my full attention?

Instead of asking why, ask what?

Instead of: "Why did you do that?"

Ask: "What were you aiming for here?"

Instead of "Why did you think that was a good idea?"

Ask: "What made you choose that course of action?"



N-Nourish the Relationship

Foundational Truth #3: The best way to motivate another person is to let them know they are valued.

Teach people that coaching is a gift!

BE THE COACH

Rank Yourself on A Scale From 1-10 with ten being the highest number.

- ____ 1. I listen more than I talk when dealing with team members.
- ____ 2. I am more persuasive than dominant.
- ____ 3. I link our goals in my conversations regularly.
- ____ 4. I ask team members what they think they can accomplish.
- ____ 5. I ask team members what they need if they don't finish a task on time.
- ____ 6. I take time to clarify instructions by asking them to repeat verbally or through writing what the goal is.
- ____ 7. I have critical conversations easily.
- ____ 8. When a conversation is needed, I do this in person or on zoom.
- ____ 9. I have a clear intent before a critical conversation about what needs to be changed.
- ____ 10. My critical conversations are more conversation than lecture.
- ____ 11. I am great at asking questions which make people think.
- ____ 12. I provide clear consequences about behaviors which are not acceptable.
- ____ 13. I set deadlines and make certain they are followed.
- ____ 14. I set a great example of what it looks like to be accountable.
- ____ 15. Team members feel comfortable having tough conversations with me.

N-Navigate to Learn More

Foundational Truth #4: The person who is in charge of the conversation is the one who is asking the questions.

The better questions you ask, the better answer you will receive.



SOME GOOD QUESTIONS TO ASK

- What would great look like in your current situation?
- Are you using your voice to move the project forward or to move it backwards?
- What would it take for you to shift your attitude to positive?
- Would you rather be right or happy?
- What could you do to add more value to our team?
- What are you willing to commit to right now?
- What is the one challenge that is stopping you from moving forward?

Learn more through your response: + •

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IGNORE, WHICH ALLOWS
YOU TO MOVE ON.



CLARIFY WHICH GAINS
CONFIDENCE.



CHANGE WHICH MAKES
YOU EVEN BETTER.

A low-angle photograph of three giraffes against a bright blue sky with scattered white clouds. The giraffes are positioned in the foreground, their heads and long necks reaching upwards. The giraffe on the left is looking towards the center, the middle one is looking slightly to the right, and the one on the right is looking towards the center. Their brown and white spotted patterns are clearly visible.

E-Elevate Your Ability to Have Winning Conversations

**Foundational Truth #5: The bridge to
a winning culture is through
consensus building.**

QUESTIONS TO REACH CONSENSUS

Ask Yourself:

1. Do I want to win the conversation or win the relationship?
2. In what ways can I be part of the solution?
3. Do they feel that they are being heard?
4. What do they really want?
5. Have I asked the questions to help them clarify what they really want?





QUESTIONS TO ASK OTHERS IN CONSENSUS BUILDING

1. Tell me more about ...
2. Help me understand ...
3. Does anybody feel that we might be missing something?
4. On a scale from 1-10 with 10 being the highest number, how do you feel about this process?
 - a. If it is below a 10, what would make it a 10?
 - b. If it is a 10, what makes it a 10?
5. How can I best serve you in this process?

R-Recover From Mistakes Quickly and Effectively

Foundational Truth #7: To create a winning culture, focus on fixing the problem and not the blame.



A scenic landscape photograph showing a wooden boardwalk that curves through tall, golden-brown grass. In the background, rolling hills are visible under a sky with soft, white clouds. The sun is low on the horizon, creating a warm, golden glow and a lens flare effect. The overall mood is peaceful and hopeful.

Focus on Recovery Principles

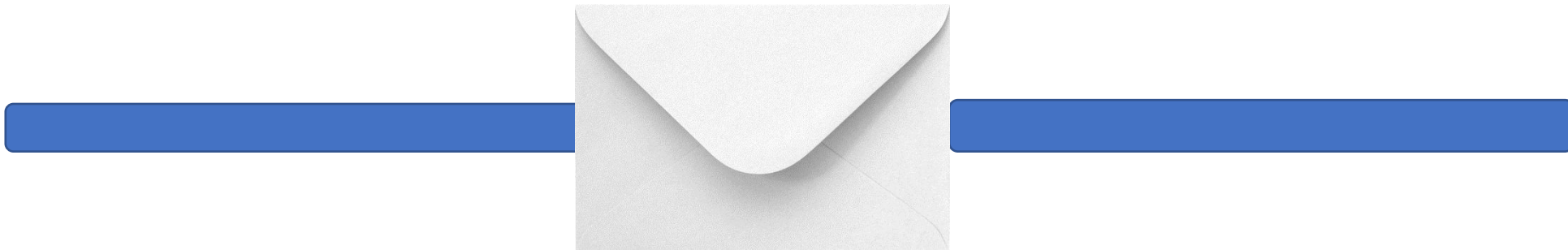
1. Mistakes are normal and natural.
2. The most important thing is how fast you recover from a mistake.
3. Enforce the principle: If you have an obstacle, you must bring a solution.

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