

Speaking Topics



Diana Peterson-More
Facilitating Individuals and Groups to Success

In an age of great volatility—fake news, diverse audiences, technology at our fingertips, and change at the speed of light—clear, concise, and intentional communication is vital to successful human interaction. This session recognizes that miscommunications, be they well-meaning or not, can lead to lack of productivity, discontent, and even violence in the workplace. This session answers the age-old leadership question: how do we get the most out of others and ourselves on the job? Relying upon her 15 years as a practicing labor lawyer, corporate executive, officer, and human resources executive, and her 20 years as an organizational development consultant, Diana Peterson-More has developed ten actionable, easy-to-implement, practical steps to successful communication, which is the key to getting what we want from others and ourselves. **Participants will leave with hands-on tools to put to use immediately:** strategic communications; using “I” statements vs. “you” statements; practicing the platinum rule vs. the golden rule; spending time listening and asking vs. telling; recognizing the pitfalls of the not-so-anonymous social media; taking the “15-second” pause (thinking first, communicating second); the power of apology (we all make mistakes); and following the “two-for-one” and ten-to-one rules, among others.

Key Takeaways

- 1) **Verbal communication** is comprised of “listening, asking, and telling.” Unfortunately, as leaders, many of us do too much telling and too little asking and listening. The session will focus on the “what, where, when, how, and why’s” of learning to ask and listen; the benefits of doing so; the importance of doing so; and how to shift from telling to asking and listening.
- 2) **The importance of owning the communication:** using “I” statements (and banishing “you” statements). - statement “you didn’t understand?” What if the person said instead, “I’m sorry, I guess I didn’t communicate very clearly. Let me try it this way,”?
- 3) **The “two-for-one rule,”** means two positives for every “aw shucks,” or negative. This is a corollary to using “I” statements vs. “you” statements, since the goal is to have the listener be receptive to the feedback, and rethink and possibly redo the assignment, time permitting, and/or change/improve her/his performance.
- 4) **The power of apology.** We all make mistakes, yet how many times do we own up and apologize – especially to our subordinates. Sincere apologies (never be fake or phony) often engender understanding

Who Will Benefit

Each of us communicates throughout the day, which presents opportunities to be understood or misunderstood. The session is designed for all who want to enhance their communication abilities, with a focus on leaders (supervisors, managers, and executives) who yearn to get the most and best out of others, and team members and leaders who rely upon effective communication to get the job done.

Presentation Style

Presenter Diana Peterson-More is a trained facilitator, who teases the responses out of the audience in a highly interactive fashion. Relying upon “tricks of the trade,” if the response desired doesn’t emerge, she will ask “who has another point of view?” or “who would like to play devil’s advocate?” She always listens eagerly and never shuts down discussion or an individual. Depending upon the audience size, as well as the room size and configuration, Diana will walk through the room, engaging individuals one-on-one and repeating the information for the balance of the group to hear. If the audience and/or room size and configuration make this difficult, “online handouts”

allowing participants to respond with the information projected on a screen is another engaging and effective tool. The key points will be made through workforce examples/stories that most will have encountered (a few moments of self-reflection and humor).

About Diana

Diana Peterson-More, labor lawyer and corporate executive (HR head), left a Fortune 200 to launch The Organizational Effectiveness Group, LLC. Her company focuses on people strategies and organizational systems that support strategic workplace goals. Guest lecturing at USC's Graduate School of Management, Phillips Graduate Institute's Organizational Behavior Program, and American Jewish University, LA she also serves as a Law and Motion Judge for Loyola Law School. Her guest appearances on Empire Broadcast, and her presentation on Diversity and Inclusion can be accessed through her website (www.dpmoeg.com). She received her BA from UCLA and her JD from Loyola Law School.

More Information

Peterson-More's tenure as a practicing management labor lawyer, corporate officer (Corporate Secretary for Southern California Edison Company) and head of Human Resources (for The Times Mirror Company) informs her practical, down-to-earth style that, as a consultant, has touched the lives of thousands worldwide. She has supervised hundreds of employees and often commences assignments stating, "I made a lot of mistakes as a manager/leader. The good news is that I learned from those mistakes. The better news is that I'm willing to share those mistakes with you so you won't make them." Whether serving as a coach, management team-builder, or trainer, she has worked for corporations, small- to medium-sized companies, governmental agencies, nonprofits and volunteer associations. Peterson-More's clients say she is approachable, empathetic, warm and engaging as a coach, speaker, and facilitator/trainer. Her book "Consequential Communication in Turbulent Times: A Practice Guide to Leadership, Part I," is the first in a series of books will be published in March 2019.