

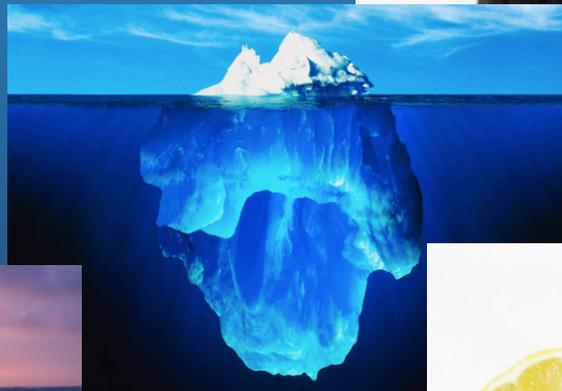


Safety Coach

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Settling In ...

- Take a moment to reflect on your current experience. What are you thinking, feeling, observing?



Conference Autopilot

- *What are the automatic ways you behave and expect others to behave at a conference?*
- *How might autopilot derail connection and learning?*

Workplace Autopilot!

Have you ever had this experience?

- A colleague or staff person is nodding their head but you're pretty sure they aren't really listening to you*
- You're spending so much time reminding or course-correcting people you're starting to feel like a babysitter*
- You're pretty sure someone is going along with you to be agreeable, but the second you turn your back . . .*

What is *Autopilot*?

When you do something without realizing what you're doing.

Your body is going through the motions, your mind is gone.

Urban Dictionary

What are the Costs?

- ✓ *Forgetting things*
- ✓ *Making poor choices*
- ✓ *Disengagement - self and others*
- ✓ *Not really listening to others*
- ✓ *Lackluster partnerships, relationships and teams*
- ✓ *Decreased innovation and creativity*
- ✓ *Wasted time*
- ✓ *Living life by default not design*

Why do we go on *Autopilot*:

- *Respond without conscious awareness*
- *We are “creatures of habit”*
- *Brain unconsciously processes information; “automaticity” takes over*

*“The Unbearable Automaticity of Being”
American Psychologist (1999)*

“Automaticity”

... The ability to perform a task without having to focus on its every detail

- 43-47% of behaviour is habitual (processed automatically)*
- Brain refines its mental model by cutting out unnecessary processes and eliminating energy waste*

The Leader Habit: Master the Skills You Need to Lead” Martin Lanik (2018)

But there's more . . .

- *Staying silent to avoid conflict.*
- *Lying to protect someone's feelings.*
- *Being nice or agreeable to avoid a hassle.*
- *Downplaying mistakes to look good.*
- *Making up stories but not checking them out.*

Saying What's Real, Susan Campbell (2005)

“Over the course of a lifetime, this adds up to 70,000 occasions in which we commit our time to something that isn’t necessarily aligned with what we are committed to.”

WHY?

47% - loathe to let people down

37% - saying yes is simply easier than saying no

The Hidden Cost of Operating on Autopilot, Forbes 2017

Antidote to Autopilot is presence

- *Clearer, focused decision-making*
- *Increased confidence and risk-taking*
- *Engaging leadership*
- *Living with more purpose and intentionality*

“My mind is completely engaged and appreciatively connecting with whatever my body is doing at that point.”

3 tools for interrupting autopilot in others:

- *Disconnect your autopilot first!*
- *Ask don't tell*
- *Connection before content*

1. Disconnect your autopilot first

Remember:

“My mind is completely engaged and appreciatively connecting with whatever my body is doing at that point.”

1. Set mental 'Alarm Clocks'

Walking meetings, quiet think time, mindfulness and deep breathing practice with your team, say "I don't know" more often, book reflection time for 5 minutes every hour, cut down on caffeine during the day, drop the 'looking good' thing, put your ear buds on and listen to a beautiful piece of music, stick your head outside at lunchtime, stretch, tell jokes, be grateful!

2. *Ask don't tell*

- *Questions can be disarming and engaging*
- *Questions shift the focus of conversation*
- *Open vs. Closed*
- *Explore their world with them, not superimposing your world on theirs*
- *By finding their own answers, staff become even more resourceful. Important learning takes place.*

Exercise

- *Think of a situation you would like more clarity on. Not a major challenge.*
- *Find a partner.*
- *First person shares situation. Partner is only able to respond with questions (open-ended). 2 mins*
- *Debrief*
- *Switch*

3. Connection before Content

- *Slow down. Don't start talking until you've stopped walking.*
- *Instead of: "how are you?" try: "what's going really well today?" or "On a scale from 1 to 10, 1 not great, 10 great, where are you at today?"*
- *Make eye contact*

It is highly likely that many people we connect with in the safety conversation will be operating in autopilot.

- *Disconnect your autopilot first!*
- *Ask don't tell*
- *Connection before content*

Is coaching right for you?

Instructions for free sessions

- Tick off “free session” box
- Write contact details on evaluation form
- Leave evaluation form behind
- You will receive an email from me next week
- Pre-session form to be returned by Tuesday September 24th

If you want to know more . . .



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