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## **I. Huddle Up - Trust, Miscommunication, and Other Relationship Hazards**



No matter how you define it, if you're going to be successful you must be effective in your relationships. Relationships are birthed and nurtured through trust; what destroys them is a break down in communication. No one intends to be misunderstood or miss the mark in his or her communication, but it happens daily. When it is left unresolved, infection sets in and without the proper handling - it can get malignant really fast. Recently, I was in Mexico on an excursion where with great urgency the guide rattled off an instruction in Spanish. I turned to my friend and said, "What did he say?" What I got was my friend repeating in Spanish exactly what! the guy said! I looked at him in sheer disbelief as if he had been dropped from Mars and responded, "I mean what did he say 'In English, please?'" Something definitely went wrong in getting my request met. Was it my fault? No. But here is the catch - was it his fault? No, he did exactly what I asked him to do. Was I disappointed for that split second? Yes. Did he think he had fully delivered what I needed? Yes. Was it what I wanted? No. UGH!

Luckily, I instantly burst out laughing as I thought, "This is a classic miscommunication." In truth, the same thing happens on a big scale as this small issue illustrates. People you work with or people you love believe they are communicating clearly, and working hard to meet your needs. They think they have delivered on what you asked and while they are smiling inside at their success, you are experiencing just the opposite. You can feel let down and a host of other feelings. Your trust that they are there to support you and your team crumbles in a heap of frustration. My friend was clueless that he had not fulfilled my request until I said "In English, please." We quickly corrected it, laughed about it, and moved on to accomplish the goal our guide had given us.

Unfortunately, many times miscommunications are of greater consequence and not discussed within two seconds of the wires crossing. The result is without awareness the mind begins to create alternative perceived motives and intentions for the other person. At this point trust is compromised and the erosion of the relationship silently begins...all because nothing was said to clarify a "miscommunicated" word or action.

Everyday I witness that a majority of pain in business is relationship based; thus I am passionate about maximizing the results and efficiency in all of life's relationships. As mentioned, trust is a key element to grow and strengthen relationships. It is achieved through effective communication. Effective, trust building communication starts with knowing yourself, your behavioral style, and your communication filters and blocks. If you have been through one of the communication workshops we do, you are aware of your personal style and the edge that gives you in relationships. You also know that approximately 75% of the population does not process information and situations like you do! That is a huge AH-HA for most of the CEOs in the room. For days after, they shake their head with a dazed look of "Now, I understand why..." The next "oh my gosh" comes when people understand how their spouse is wired...usually completely opposite.

Fact is, we are surrounded by people who are not like us. One of my favorite quotes is, "People are art to be appreciated, not math to be solved." But, so often we look at the words we say instead of focusing on the audience who is listening to the words. For instance, it is easy to see how miscommunication can happen if you are task-oriented and another is people-oriented. Better yet if you talk in bullet points starting with the bottom-line first while your listener likes to take in the full picture, hear all the details, and arrive at the conclusion through an analytical process. How different is that? And when differences are not understood, we automatically begin to draw conclusions that are not always based on truth or "assuming good will."

Begin to note how people respond to you and learn from their non-verbal feedback. Studies show that only 7% of

communication is our actual words or content and the rest is non-verbal. Slow down and watch for the non verbal clues. If you know something just went wrong or even think it did, stop and ask some questions. Try this: Ask the person in a humble, teachable voice, "What did you just hear me say?" Listen carefully, then own it (do not defend yourself) and restate what you meant to communicate. Next, be aware of how you communicate. Ask your partner or friend if you can tape a discussion or better yet a disagreement or misunderstanding, and then listen to yourself. What did you learn? If you really want to build trust, find a very safe person and ask them what is both attractive and rejecting about how you communicate. Lastly, when you don't get what you need from an important conversation, you may need to laugh and say, "In English, please!" :)

Shandel

P.S. Hi! If you are interested in learning more, see below for information about our Next Level classes and new CD to be released next month to assist you in the different behavior styles and communication types.

## **II. Pep Talk - Monthly Quotes**

*"You have to be true to yourself, But you have to be true to your best self, not to the self ! that secretly thinks you are better than other people." - Stephen Gaskin*

*"The happiness of most people we know is not ruined by great catastrophes or fatal errors, but by the repetition of slowly destructive little things." - Ernest Dimnet*

*"Well chosen words mixed with measured emotions is the basis of affecting people." - Jim Rohn*

*"The easiest thing to be in the world is you. The most difficult thing to be is what other people want you to be. Don't let them put you in that position." - Leo Buscaglia*

*"There are always a lot of people so afraid of rocking the boat that they stop rowing. We can never get ahead that way." - Harry S. Truman*

*"Blame no one! Expect nothing! Do something!" - NY Jets Locker Room Sign by Bill Parcels*

## **III. MVP Award - Profiling Successful People Choosing a Balanced Life – Sam Kopf**



I have never met this month's MVP but he touched my life today. About 6 weeks ago, his dad and I were in deep discussing on what was needed to execute his Microsoft Communication project for maximum impact. Sam came up because Curtis recalled how his 8 year son zoomed up on his BMX bike and out of the blue said, "Dad, I need to work on having more courage" and then rode off to start work on being courageous. That left a mark on me, because that is what I am working on personally and with 99% of my clients! So when I heard Sam's story today and how he not only has gained courage, but is executing it for the good of his team – I thought he is clearly this month's MVP. Seriously, every manager and leader of people should read this and see the direct business application. The

boys showed up with heart and played with courage...my friends that is all you need to be a winner. Sam, you are one coach able young man and the fact that you decided to make a character trait your goal and then 6 weeks later display it on and for your team– you are an example to all of us big "tank" people. May we follow Sam's desire and execution of courage. I must add...this is a direct result of quantity/quality time parenting and a dad who clearly understands work is simply a means to the end – the end of living for ourselves is our children's beginning. Congratulations all the way around! Go Monkeys beat Mickey!

Here's Sam Kopf (written by Curtis Kopf, his Dad)

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Sam is my son. He and the Magnolia Monkeys – a soccer team of 8-year-old boys – have inspired me to show more courage. A month ago we entered Sam and 5 buddies in a Seattle-wide soccer tournament. Sam and his buddies are an all star team for our small community of Magnolia.

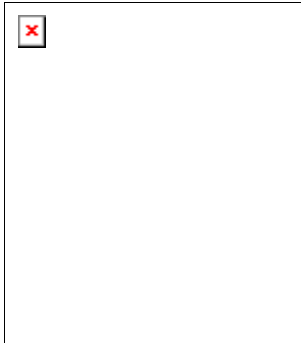
When we arrived at the tournament, we saw that other teams had expensive uniforms and serious coaches running them through complex plays. Our guys had t-shirts that didn't match, had only played as a team for four days and no fancy plays – just heart and a love of soccer. We were surprised when they won the first game, then the second, the third and on and on. Apparently they did not realize the odds were against them.

After playing for hours in 80+ degree heat, they faced their toughest challenge down 2-0 with five minutes left against a physically rough team. Our boys were discouraged, teary-eyed and exhausted. Somehow, they scored two goals and won in overtime. I stood on the sidelines with goose bumps and a lump in my throat, as did the other parents. Afterwards, the boys hugged each other and laughed as they collected their first place trophies.

The Monkey's accomplishments this last weekend were even greater. Their Seattle victory qualified them for a regional tournament with kids from four states. This time they played not only other 8-year-olds but 9 and 10-year-olds. In the first game, the older kids laughed at our younger, noticeably smaller Monkeys. They stopped laughing when our little guys took a quick 2-0 lead and held on to get a tie. At the end of the day, the Monkeys were exhausted from physical and competitive play against older kids, and their first losses. At one point, they were losing their last game against a team with a 120-pound kid nicknamed "Tank." Tank was mowing over our guys, and some left the game in tears. My son, a strong boy who often protects smaller kids, turned to me during a water break and said, "Dad, we're gonna lose but Tank is going down." And for those last five minutes my smaller son went toe-to-toe with the much larger boy, and a couple times Tank himself caught so! me turf.

As a result of their courage and heart, the boys took 2nd place in the state, and will travel to Disney World in January for national championships. I am in awe of what they did, of their courage, their teamwork and their pure love of playing together. When I asked my son afterwards where he got his courage, he wordlessly shrugged his shoulders as if to say "No big deal Dad," and then ran off to be with the Monkeys.

## IV. Game Schedule - Upcoming Events



**Coming soon...DISC/Communication CD** comes out next month. IF you are interested in purchasing a copy or learning more about it - we will put you on our pre-release list and send you info as it comes available. COOL STUFF. More details to come. [info@truelifecoaching.com](mailto:info@truelifecoaching.com)

### **NEXT LEVEL CLASSES - it is time to BE YOU!!!!**

*Classes Starts September 6th*

Fall is here and so is your opportunity for a fresh start. It's time to discover what is YOUR Next Level? Discover what is blocking you from being the best you and living the life you know you've been missing out on. Join the over 200 people who are living the next level today. IF NOT NOW...when? We have opportunities for everyone who is ready, willing, and able to change - so stop thinking about it and go get it.

We have a variety of times, prices, and locations to serve you. We are ready to add a few more if you don't find a time that works for you or if you have a group at your office - we'll come to you! Our phone classes are filling up already so if you are out of the Puget Sound Area - sign up today!

For more information email [info@truelifecoaching.com](mailto:info@truelifecoaching.com) or call 206-718-6914. Once we have your coaching agreement your first homework assignment will be sent to you and the journey begins!!!

Classes Start September 6th - [See all of your options by clicking here!](#)

### **Next Level ALUMNI -**

Attention all graduates, if you have already taken the Next Level Class (BE YOU) - you are qualified for the graduate class that starts on Tuesday September 6th from 6:00 - 7:00 PST over the phone. If you are interested - email [info@truelifecoaching.com](mailto:info@truelifecoaching.com) with the date you finished the class. FUN!

**DVD Live Audience Opportunity** - Shandel will be speaking on September 10th to a volunteer staff at The Rock Church in Monroe, WA. The training will be packaged into an 8 part DVD for future trainings. If you've always wanted to be on film and have a day to hang-out - email for more information on how to get tickets to attend. [ss@truelifecoaching.com](mailto:ss@truelifecoaching.com)

**GET LEAN, GET HEALTHY** - Join Dr. Mark Adams to maximize your health, take 28 days to experience what your body can do for you, and learn what awaits you when your mind is clear and thinking strong and feeling great. I did the program in January and still reaping the rewards. [More info here](#)

[Read more about The Next Level](#)

## V. On 3 - Ready...1,2,3 - BREAK

Thank you for taking the time to read this month's edition of The Coach's Time Out. I truly appreciate you forwarding this

newsletter to those whom may find it beneficial. If you desire to subscribe, please click on "update your profile" below or send an email to [ss@truelifecoaching.com](mailto:ss@truelifecoaching.com) with the word SUBSCRIBE.

Life's a blast - go for the 2 EXTRA points!

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