

# PHIL M JONES

## CHANGE YOUR WORDS CHANGE YOUR WORLD Webinar Recap



To create the positive change you are looking for, whether it be at work or at home, you first must understand the power of words. The language and words you choose to use matter and knowing what to say and when to say it is often the difference between success and failure.

We currently find ourselves in a situation of huge disruption and change that neither you nor I could have anticipated and the amount of crucial conversations we are having to face daily is unprecedented. It is these moments that matter the most.

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### Top Tips

That being said, here are some of my top tips to help you navigate through change and complex conversations...

#### **You have a choice**

It is imperative that we choose our words, to help us approach conversations with more curiosity, more empathy and more courage. By doing so, we are better placed to positively influence a conversation and achieve our desired outcome.

#### **Change your perspective**

It's not always black and white, to achieve positive change we must understand the other person's perspective. Give people a reason to do what you are asking. Show them what success looks like and involve them in the journey. Change your perspective and you may change others.

#### **Consider your LB's and NT's**

It's human nature to want to 'be our best' the only problem with that is that it sets an unattainable ceiling, instead what we should be thinking is how do we do better? After any conversations, presentations or moments of influence we should reflect and consider 'what did I like best?' and 'next time, what would I do differently?' in that order. This will allow us to be better, through constant and never-ending improvement.

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### Final Word

Keep searching for gifts in the crisis. The good are things we get to choose.

For anyone that missed it, you can view Phil's webinar at <https://www.strongertogetheroptics.co.uk/webinars>