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Dialogue: the Heart of Relationship

Strategic Alliances, Partnerships and Channels

Training / Learning Series 29 September 2019

Day 2
Discussion and "spill over" (~5.5 hours)



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Setting context

Introduction and summary

Creative Dialogue is:

- More and deeper than mere conversation (i.e., to commune).
- Deep, authentic, and at times vulnerable, sharing.
 - Grounded in personal experience.
- Something that comes from within, out of wholeheartedness.
- Dependent upon deep and wholistic listening an act of love.
- About enabling greater creation; allowing new ideas to emerge, morph and grow ...

Dialogue is not:

- About arguing, debating, fixing, changing, convincing or converting.
- A theoretical or academic exercise (unless grounded in personal experience).

Dialogue's purpose

To deepen relationship: clear the air, increase trust, transcend and transform obstacles, be more authentic, increase integrity, tap into relationship's creative powers.



Expected outcomes from this module

Results

- 1. You will begin to see Relationship's and Dialogue's all-pervasive presence.
 - a. If Relationship is the "elephant in the middle of the room."
 - b. Then Dialogue is the ghost elephant, leading all of the elephants.
- 2. You will be enthused by the many ways in which lessons in your personal life can be brought into the world of business and vice verse.
- 3. You will understand practical steps for bringing greater creativity into every area of your life.
- 4. You will realize how dialogue is both the means and the end for the deepening of relationship.
 - a. Means: it is *how* relationships deepen.
 - b. End: it is why we want to deepen relationship.
 - c. Dialogue is a virtuous cycle.



Where is Dialogue *not*?

It is omnipresent

	Internal	Interpersonal	Groups	Societies	Creation
Superficial	Living in addiction	Idle chitchat	Talking about the news	Attack	Pilage the earth
More Authentic	Realizing the need to change	Starting to get real	Sharing experience	Growing sense of community	Realizing our impact
Remove Barriers	Transcend inner issues	Clean talk	Overcome difficulties	Remove borders	A sense of ownership
Clear the Air	Being open	Deeper friendship	A collaborative atmosphere	Emerging true community	Care for the environment
Have High Trust	True to Self	Healing & forgivenenss	Healthy confrontation	Effective peace talks	Dialogue-based stewardship
New Way to Learn	Open to a new life	Inner issues transformed	Unknown is made known	Open to a new way	Revaltory dialogue
Create the New	New Self emerges	New depths in friendships	New value; a new home	A new way of being together	Create a new world

Deepening Dialogue

Takes us into relationship itself; takes us toward the Truth

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Why is Dialogue so important?

Because relationship is your only strategic asset.

In order to increase trust and openness in your relationships.

To more effectively deal with issues, challenges and obstacles:

- To transcend and neutralize them.
- To transform them into gifts.

To call for greater creativity, inspiration and enthusiasm in your life.

In order to create a sense of home in your business relationships.

An open and collaborative climate.

To change your world.



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Inner Dialogue

As within, so without (personal example #1); Awakening the Divine within

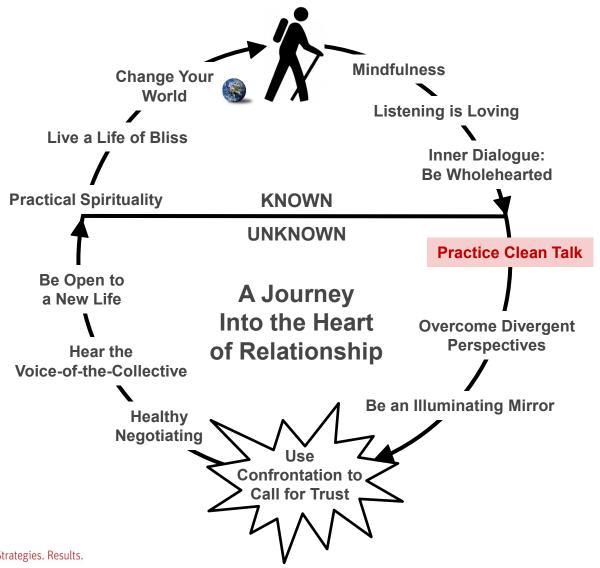
Internal Dialogue			
Thoughts (Mind)		Feelings (Heart)	
 The world doesn't really value my work. 			
	*	I feel unloved and unappreciated.	
 I understand those feelings. 			
It has been a very long journey!			
	*	 Now I really feel depressed. 	
		Low energy.	
 I have tried everything I can think of. 			
 Businesses seem to be increasingly moving away from value creation. 			
	*	 Now I feel frustrated and abandoned. 	
 My ideas won't work; they are not true. 			
		Anger. I have been misled by God.	
 Maybe I cannot do this alone, with just my thoughts, plans and self-will. 			
		Grateful; I am being taught "my" ideas!	

Inner Dialogue

As within, so without (personal example #2); Awakening the Divine within

Internal Dialogue			
Thoughts (Mind)		Feelings (Heart)	
 This relationship is over; change or end. 			
 'Separating' from lecture, preach, save. 	7		
		Heartbroken, as I redefine my 'family'.	
I think I am honoring my Self. Am I?			
		 Conflicted: Self/Relationship, old/new. 	
How can I know if I'm doing right?			
Am I being judgmental against?	7		
		Peace (I did right) vs loss of Peace (?).	
 I am a bridge builder; I need Dialogue. 			
	*	Grateful: a clearer view of my 'savior'; de an ante a clearer view of my 'savior';	
		deeper teaching: spirituality vs religion.	
 Saving time – saving millions of years. 	1		
		Love for my authentic Self & Oneness.	
 I will have trust in Self and be honest in Relationship; being vigilantly in Peace. 			

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In difficult and emotionally-charged situations

Clearing the air in challenging conversations (a.k.a., "clean talk")

What I see ... (body, warrior)

What I think ... (mind, magician)

How I feel ... (heart, lover)

My request ... (spirit, sovereign)

- State only the observable data.
- What you see and hear.
- No judgment.
- No feelings.
- No request.

- · Share your story.
- Share and own your own judgment.
- Own the interpretation as yours.
- · No blame.

- Share how you feel about what you observed.
- Don't use causative feelings (e.g., hurt, blamed); they did not cause your feelings.
- Own your feelings.

- Present your request; be specific.
- What do you want instead?
- Note: they may or may not honor your request, but you have stated it.

Active listening acknowledgment: if it would be helpful, ask the other side to respond back with:

"When I do _____, you think _____, you feel _____, and you are requesting that I _____.

Did I get that right? Did I miss anything? Is there anything more you want to say?"

Consider providing the other with an opportunity to reciprocate, possibly at a later time.

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Misinterpreting behavior

A sign of differences in perspective

Whenever we interpret the behavior of another (person or company) as a sign of *deviousness, incompetency,* or *lunacy* it is *always* a *sign*.

It is simply a sign of differences in perspective, that is all.

Once we see things from their perspective, their behaviors make sense ...

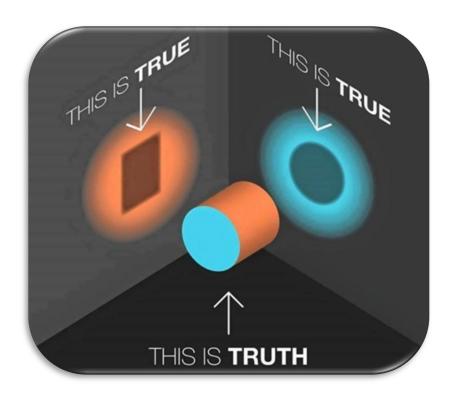


Share perspectives

Open and honest sharing enables healthy atmosphere, and vice versa ...

By sharing true perspectives we draw closer to the truth

- Not Either/Or ... Both/And
 - Me AND You
 - Us AND Them
 - Mind AND Heart



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Be an illuminating mirror

Shine your light, reflect back



- Shine your light on, and ultimately into, another.
- Reflect back the greatness that you see.

This requires you to:

- Dig deep within yourself, to find and shine your own light.
- Shine your light with love and precision.
- Keep your mirror clean and clear.

The result will be:

- You will draw closer to your own greatness.
- You will express authentic gratitude and love.
- You will deepen your relationship:
 - with the other,
 - with yourself, and
 - with the Universe.

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Trust

The source of our true power

The foundation of our ability to do our work.

- It starts within and leads to trusting relationship (often more than the other).
- As within so without (source is within); as without so within (reflected back).

How is inner trust developed?

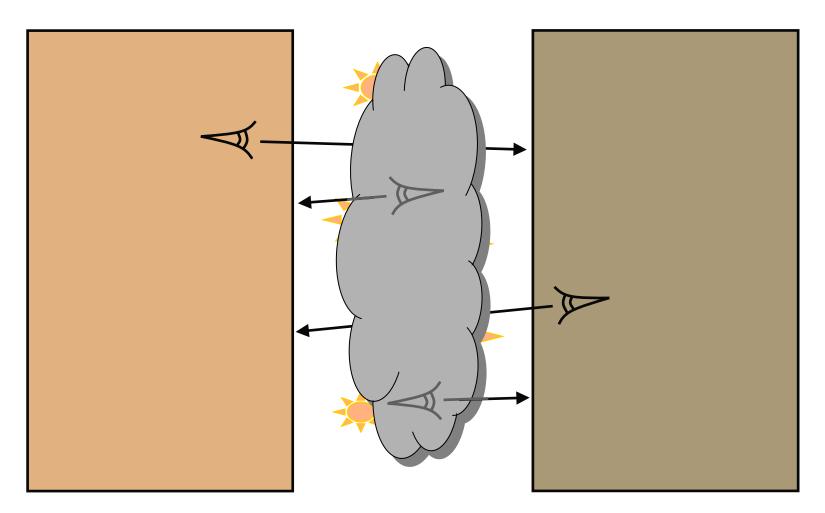
- A willingness (or a need) to see things differently (e.g., hitting bottom).
- Gratitude: seeing the value in everyone and every situation (e.g., lessons).
- Lightheartedness: don't take things so seriously, relax (e.g., receive the gifts).
- "When the student is ready the teacher will appear" ... vice versa and more.
- Trust relationship (esp. within) and the collective (e.g., the power in "we").
- Be inner-directed and other focused (e.g., ask within "what's the right thing?").
- Honest learning, consistency of thought (i.e., lessons' gifts broadly applied).

How is trust reflected back?

- A growing sense of tranquility and peace.
- Deep and powerfully effective relationships, success.

Value-Impediments

First find the obstacles in the relationship (together)



Calling for Trust

Via confrontation

Trust is the foundation of every relationship.

• Trust starts within ourselves, in our relationship with ourselves.

Don't wait for trust to increase, deal with difficult issues now.

- Face difficult issues, directly and unemotionally; trust will come.
- As we clear the air by focusing our attention on the issues, they get resolved.
- As without so within: we will then be compelled to deal with internal issues.

Divergent perspectives.

- Seems to be a source of lack of trust: deviousness, incompetency or lunacy.
- By sharing perspectives openly and honestly, we bridge the chasm, trust increases and new opportunities begin to surface.

There is a huge yet subtle difference between confrontation and conflict.

- The question is "Where are we focusing our attention (our light)?"
- How are we focusing our attention? To find fault or solution?

We can trust trust and trust relationship, often more than an individual.



Developing Trust Within

As within so without

Awareness

Hit Bottom

Gratitude

Lightheartedness

Omni-Teacher

Trust Relationship

Be Self-Full

Generalize

Iterate

Reflect upon your life experiences. Can you see how things have worked out for your greatest good? Why would that not continue?

Life compels you to see things differently, learn new lessons, receive new gifts, and grow. "There is a better way!" (via inner confrontation)

See and acknowledge the greatness in everyone and every situation, especially in your 'afflictions'. Everythings is working out, right now!

Relax. Don't take things so seriously. Be open hearted and open minded, be willing to accept life's lessons and gifts. Be lighthearted.

"When the student is *really* ready she will realize that the teacher is with her always and everywhere." Omnipresent Teacher.

Have trust *in* relationship. Trust the truth that lives *in-the-between* – trust relationship, more than you trust the other person/organization.

Be inner-directed and other-focused; do the right thing for all concerned, and you are part of all. Beyond being selfless is self-full.

Generalize the insights you have gained in one area of your life into other areas of your life via awareness and mindfulness.

Reflect upon your current life, with gratitude, then revisit these ideas. Do you see changes in your world, based on an increase in trust?

Developing Trust in Yourself

Seeing Trust Evidenced Without

As without so within

Trust-Induced Changes in Your World

Honesty

Tolerance

Gentleness

Joyfulness

Defenslessness

Generosity

Patience

Confidence

Openness

Higher levels of honesty in your relationships. Increased personal integrity (consistency between thoughts, feelings and behaviors).

Greater tolerance for and acceptance of others and others' points-ofview. Less judgmental and opinionated. A less "dramatic" life.

Increased gentleness. Less fear, anger and suspiciousness. The counter-intuitive realization that strength comes from gentleness.

Joy, leading to deep gratitude and thankfulness, toward everyone. A joyous gratitude leads naturally to sharing, serving and giving.

Defensiveness hinders creativity in a relationship, and should be used sparingly. Truth, that lives *in* relationship, needs no defense.

Being generous out of Self interest: giving away in order to keep, being self-full. The basis for the empowerment in <u>self-obsolesence</u>.

Able to wait for the right time, without anxiety, certain the outcome will be the right solution. A patient perspective on that past, too.

The embodiment of trust leads to an authentic and attractive type of confidence. E.g., to rest in quiet certainty while *being confrontational*.

A deep sense of peace with a connection to truth, leading naturally to being open-minded and open-hearted. No need to judge. Be truth!

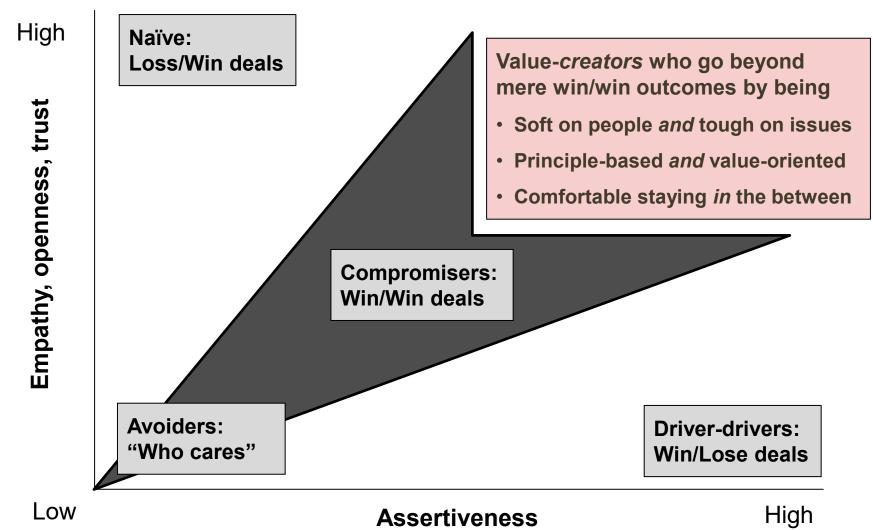
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We are always negotiating

As open, highly empathetic and high-trust driver-drivers



Creating an atmosphere for effective negotiations

In long-term value-creating relationships (strategic alliances)

Be the single point of decision making and accountability. It starts and ends with you . Bridge first within self (between heart and mind), then between people, between companies, and between ideas. Be inner-directed (Self) and other-focused (the collective). Be the model for trust and love; be open and vulnerable. Trust is the *foundation* of every relationship. Listening is an act of love. Listen holistically. People need to know they are heard. Trust trust, especially in difficult situations. You Listen and acknowledge back. Have trust *in* the relationship itself. Trust that things are always Listen to all willing to be heard, especially the hard-to-listen-to. working out. Listen Trust Trust starts within, *in* your Listen to the atmosphere and relationship with your Self. Deeply the truth in-the-between. Relationship Deal directly with difficult issues. Be as simple as possible. Be tough on issues and soft on Simplicity is powerfully creative. people (confrontation vs. conflict). Use the 2-Slides: a framework for Be comfortable in-the-between, in listening, and basis for negotiating. Lovingly Maintain the midst, be the bridge. Just enough structure (creativity): Confront Simplicity Clear the air; a productive home. bounded instability, controlled chaos.

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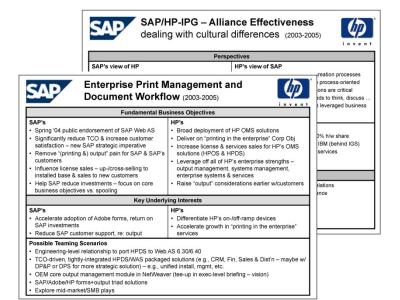
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Transformation

The Power in Simplicity



Traversing from complexity into simplicity is transformational.

- It is hard work.
- Requiring an on-going dedication to listen.

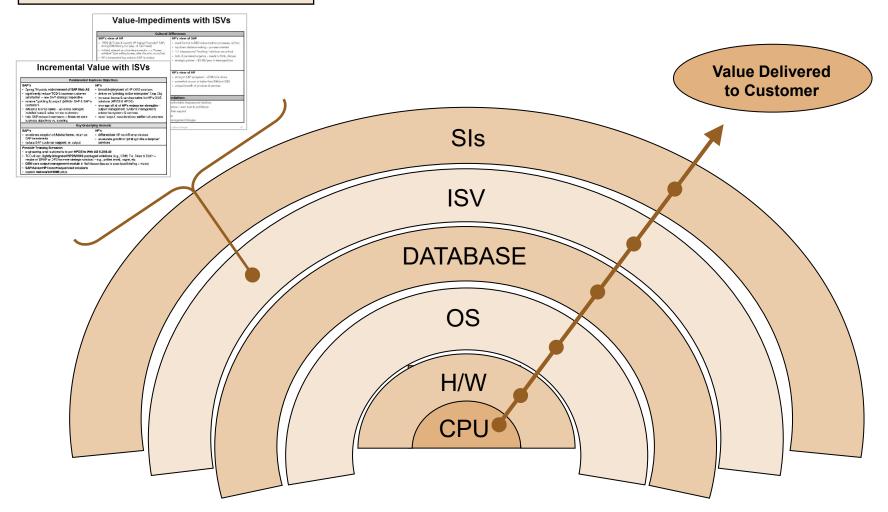
The essence of any business relationship can be represented in 2-Slides.

- Incremental Value: opportunities, vision.
- Value-Impediments: obstacles, solutions.

Traditional high-tech ecosystem

Apply 2-Slide MethodologyTM to a segment \rightarrow "simplify up" \rightarrow define programs

2-Slides representing the ISV segment

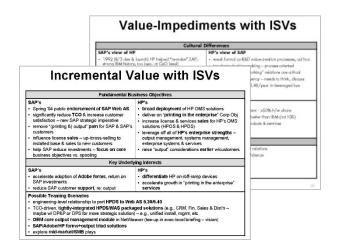


Simplify up

Simplicity is hard work and it is attractive

Simplicity:

- is hard work.
- is attractive.
- enables deep listening.
- redefines leadership.
- stabilizes a relationship.
- is inspirational, it enthuses.
- provides a sustainable competitive advantage.
- and ... it is worth it!



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Simplify, prioritize and focus

On the core in self AND relationship (example content)

Business Relationship Success

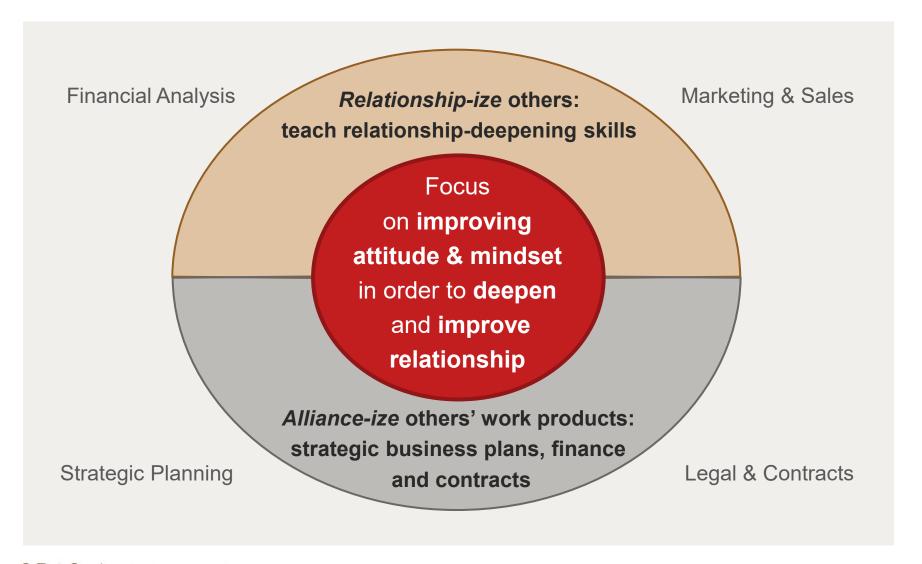
		•	
	Strategy & Business Plan	Relationship & People	Finance & Legal
Skills	 tactful due diligence link alliance to corp. implement alliance plan relationship metrics alliancize planners 	 holistic listening embrace differences nontraditional skills empathetic rapport helping others "get it" 	 □ Δ intangible → tangible □ alliancize others to value alliance & relationship □ use of informal teaming documents & formal legal contracts
Attitude & Mindset	 collaborate w/planners sees plans providing "vision" & meaning "part of" but with unique perspectives 	 enthused by challenge perceive others as self a timeless presence creatively mindful focused on goodness 	 respect for financial analysts & lawyers sees legal protection & financial "lifeblood" be patient & persistent
Knowledge	 good business plans both sides' strategies, customers, ecosystem, technologytrends linkages between 	 know & be true to self know both companies' organizational & cultural differences sources of power 	 financial terms legal terms & issues regulatory issues use of formal vs. informal agreements

Personal Success

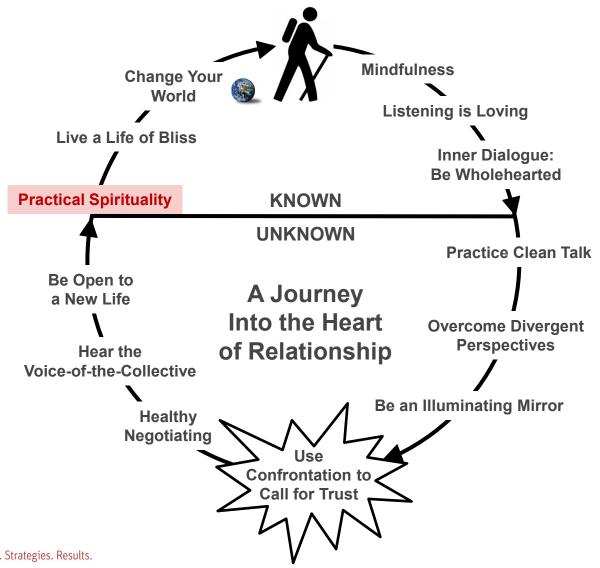
alliance & corporation

Simplify, prioritize and focus

Focus where others cannot and will not focus



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Five principles and practices

Ideas and behaviors

5 Principles (things to <i>think</i>)	5 Practices (things to <i>do</i>)
Oneness: see others as Self; serve and be served; give and receive	Develop Relationship: focus on the intangibles and be transformational
Now: be fully present in each instant of time; multitasking is a lie	Be Lovingly Confrontational: shine your light with precision and love
We Create: our thoughts are a creative force; be very mindful	Focus Collective Attention: keep it focused on impediments, then value
Love: the universal force compelling growth, enthusiasm and inspiration	<u>s</u> elf-Obsolescence: give away your ideas; giving and receiving are one
Trust: things are working out; trust the Universe; trust relationship	Negotiate Beyond Mere Win/Win: be the bridge in the business relationship



Practical Spirituality in Business

Conclusions

Spiritual principles in business relationships is strategically important.

- It is how we focus on the intangibles in the relationship.
- It is how we will reverse today's abysmal failure rates and make business relationships more *value-creative*.
- It is how we clarify our *identity* and become an empowering *value-creator*.

Spiritual principles in business relationships is difficult to discuss

- Religion, lack of objectivity and our tendency to debate rather than apply it.
- Empirical understanding calls for patience, awareness and trust.

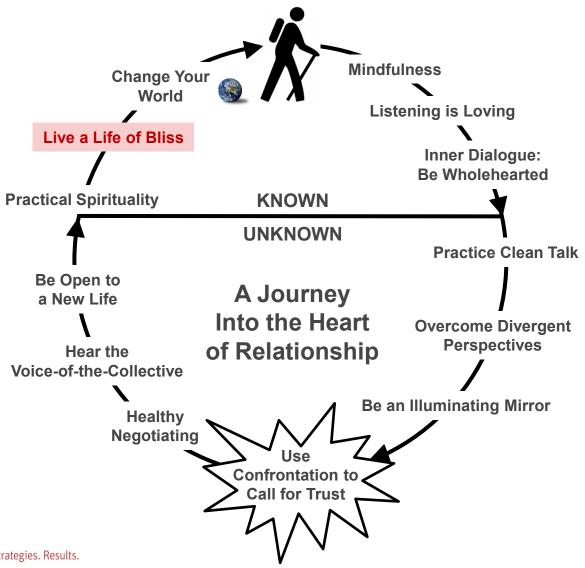
Practical spirituality is:

- Primarily about the deepening and improving of relationships.
- Simply useful here and now: principles (ideas) and practices (behaviors).

Practical spirituality in business works and it pays off.

Your Journey Into the Heart of Relationship

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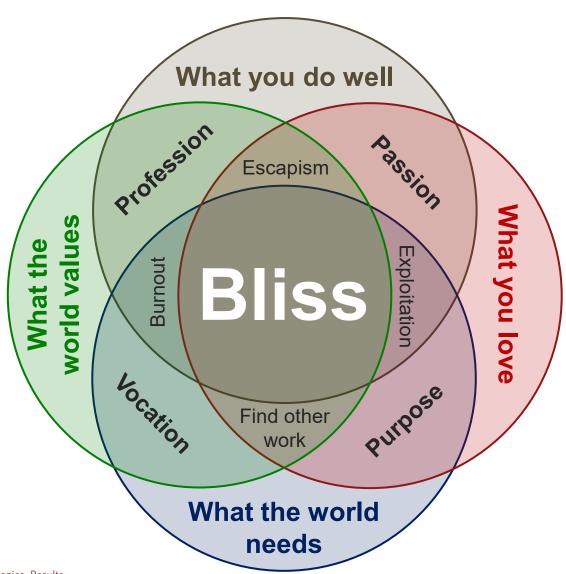


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Live a Life of Bliss

Do what ... you do well, you love, the world needs, and the world values



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Your Journey Into the Heart of Relationship

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Our basic needs

Identity, community and purpose

Identity

Community

Purpose

Who or what are you?

- An agent of change.
- A creator of value.
- ...

Where is your "home"?

- Your strategic alliance.
- ...

Why are you here?

- To remove the barriers inhibiting the creation of value.
- Then create value.
- ...

We are agents of change

Comfortable being in any mode, for any situation

Assessment	Structured	l Control Escalation	on
Fact-based		Authority-based	
Behaviors we embody: Arguments of rational pers Be an expert with all the ned and knowledge Lead sufficiently detailed an preparation for discussion a Instruct, inform, teach	cessary facts alysis in	 Behaviors we embody: Leverage behavior to force compliance Use authority, and if necessary fear, to legitimize directives Assure compliance via performance-based reward and punishment Information flow and context is controlled 	Pre
Transformational		Relationship-based	serva
Our embodiment: Transform self – embrace is spiritual boldness, lead by be roductive community, transexternal sanctions, disrupts needed) Collective awareness of and emergent reality – "something is needed."	eing scends systems (as	 Open all-inclusive, clear dialogue fostered in a supportive environment Healthy nonjudgmental confrontation to resolve important and difficult issues Interpersonal cohesion – feeling "part of" Strong emphasis on win/win relationship 	ation
Trail blaze	Transform	1 & Renew Negotiati	on

Identity: a value creator

Role: deepen relationship

Business Relationship Manager		
Is Not	Is	
 Just about the exchange of tangible value. 	 About value-creation, in all its forms. 	
 Focused just on near-term results. 	Both long-term and near-term oriented.	
 Primarily an account manager, business development manager or program manager. 	 A negotiator – always leading open, high- trust, value-discovering discussions. 	
 Addicted to being a drama queen, complexity king, fear-monger or information-hoarder – there is <i>never</i> a rational reason for behaving 	 Like a mini-CEO – except we are using nontraditional competencies, informal power, virtual pervasiveness (via self-obsolescence). 	
like this; there is a better way of life.	 An agent of change and growth – beginning with self, playing various agent types. 	
Primarily a gatekeeper, dictator, executive liaison, escalation manager or schmoozing	 The embodiment of value – always and with everyone, in every relationship. 	
drone – <i>sometimes</i> we may need to play some of these roles, but not always.	 A creator – a loving, divinely inspired and inspiring, value-creating being. 	

A boundless value-creator with a timeless perspective

Dialogue

Initial guidelines

Superficial More Authentic Remove **Barriers** Clear the Air Have High **Trust New Way** to Learn Create the New

Internal Interpersonal Groups Societies Creation

- Be non-competitive don't argue, convince or convert.
- Be fully present prepare to be present, no multi-tasking.
- Be your Self fully and unapologetically.
- Share wholeheartedly, based on personal experience.
- Practice acceptance don't judge or fix; hear, understand.
- Practice embracement acceptance coupled with love.
- Practice deep holistic listening (an act of love):
 - Hear the voice-of-the-one-in-the-many and vice versa.
 - Be attuned to the collective spirit hear it, feel it.
 - Be comfortable in moments of stillness and quiet.
- Watch ideas as they emerge, morph, grow and deepen ...

. . .

Dialogue

Initial guidelines

Superficial More

> Remove Barriers

Authentic

Clear the Air

Have High Trust

New Way to Learn

Create the New

Internal

Interpersonal

Groups

Societies

Creation

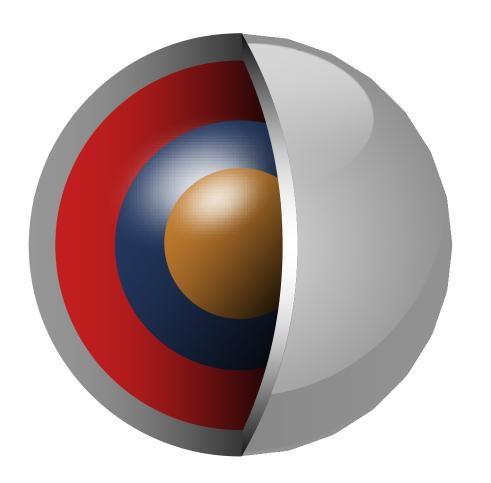
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. . .

Defenselessness, Vulnerability → **Invulnerability**

The inward journey to Self – as within, so without

- Release Ego-based Defenses
- Be Vulnerable
- Realize Our Invulnerability
- Connect with True Self



The Divine Nature of Relationship Itself

That third something – within us, between us, amongst us

Omnipotent

Omni-

benevolent

All-Powerful

- As we give we receive; we are healed as we heal.
- Relationship: the source of all created value.
- "When two or more are gathered ..."

Infinitely-Good

- We can trust relationship itself, often more than another.
- Listen to relationship and it will direct you toward the best for all concerned.

Everywhere-Present

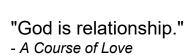
Omnipresent

Omniscient

- Value-creation and valueexchange require relationship.
 - No one is ever completely alone.
 - All we have and all we are is relationship.

All-Knowing

- Inspiration lives in relationship itself.
- A collective web of relationship is allknowing (e.g., internet).
- The knowledge of/in humanity.



Relationship

Dialogue: the Heart of Relationship

Conclusion

You now see a clear path for living:

- A more integrated and authentic life.
- A more creative and powerful life.

You are more and more enthused by the challenges in your relationships.

You know there are great gifts on the other side.

All of your relationships will deepen and become more creative as you increase your awareness of Dialogue.



Who are we?

What do we do?



We do the impossible, with nothing, in the eye of a hurricane.

We accomplish the impossible

We need all the help we can get

Your daily life is your temple and your religion.

Whenever you enter into it take with you your all.

- Kahlil Gibran



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