

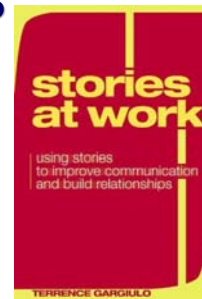
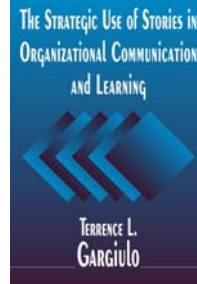
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Hi, I'm Terrence. Thank you for coming. Please give me a business card or your name on a piece a paper for a drawing at the end of the session.



Stories at Work: Using Stories to Improve Communications and Build Relationships



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AGENDA

- I. Opening Story
- II. Some Far Out Ways of Thinking About Stories
 - A. Holograms
 - B. Mandelbrot Sets
- III. Collaborative Discussion – 9 Functions of Stories**
- IV. Competency Map
 - A. Three Steps for Eliciting Stories
- V. Story Collage Workshop**
- VI. Wrap-Up



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"The universe is made of stories not atoms."
Muriel Rukeyser (1913-1980) – *The Speed of Darkness*

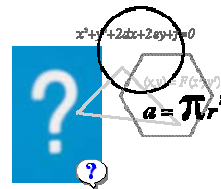
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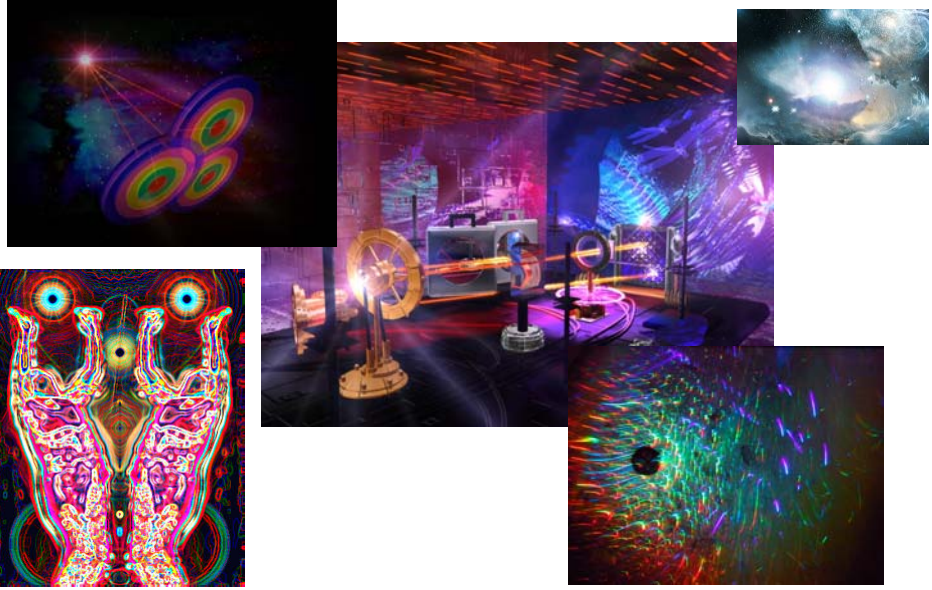
What is half of two plus two?



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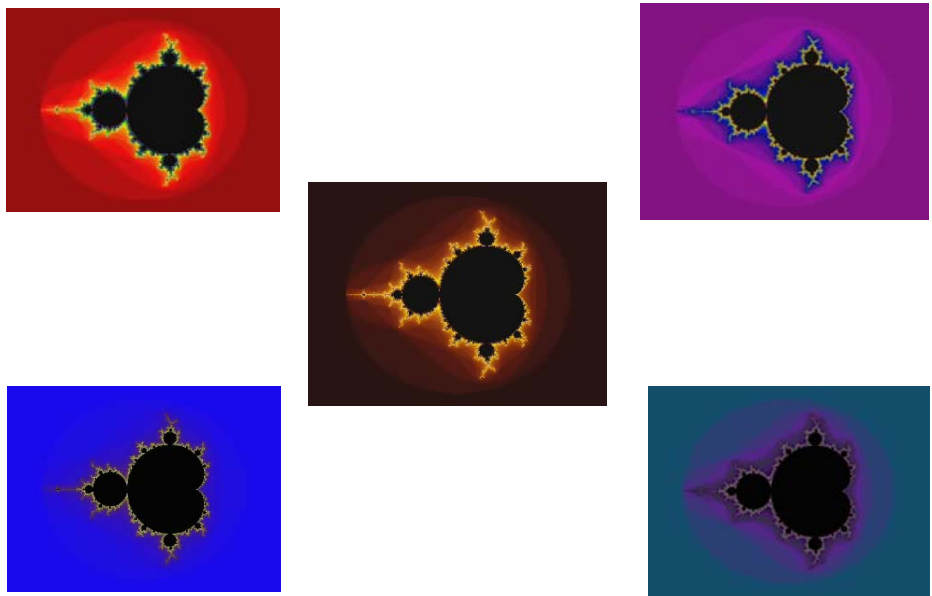
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NINE FUNCTIONS OF STORIES



1. Empower a speaker
2. Create an environment
3. Bind & bond individuals
4. Require active listening
5. Negotiate differences
6. Encode information
7. Act as tools for thinking
8. Can be used as weapons
9. Medicine for healing

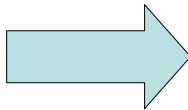
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Functions

1. Empower a Speaker

2. Create an Environment

3. Bind and Bond



Unique Effects

Entertain

Engender trust & openness

Elicit stories in others



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Functions

4. Require Active Listening



5. Negotiate Differences

Unique Effects

Understand context and perspective
Find the critical point in a system
Uncover resistance & hidden agendas

Shift perspectives in order to:
See each other
Experience empathy
Enter new frames of reference

Hold diverse points of view

Become aware of operating biases & values



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Stories Help Us Move In & Out of Frame of References



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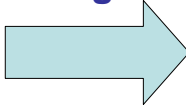
Functions

6. Encode Information

7. Tools for Thinking

8. Weapons

9. Healing



Unique Effects

Create a working metaphor to illuminate an opinion, rationale, vision, or decision

Establish connections between different ideas and concepts to support an opinion or decision

Think outside the box to generate creative solutions & breakthroughs



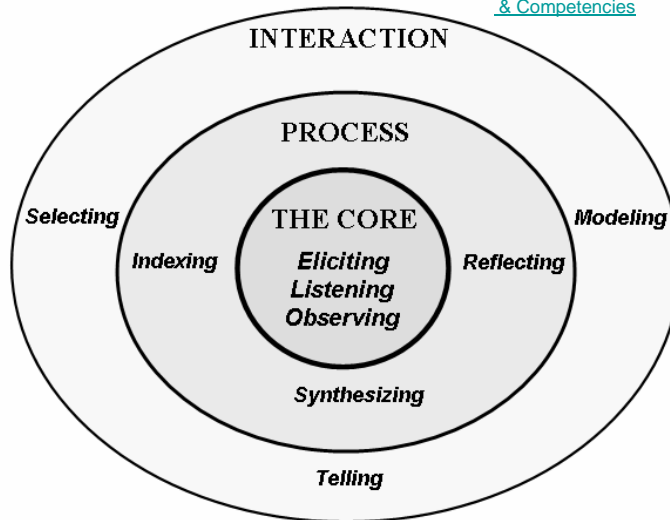
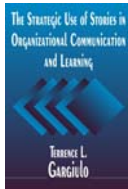
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COMPETENCY MAP

[Click Here for a summary of Rings & Competencies](#)



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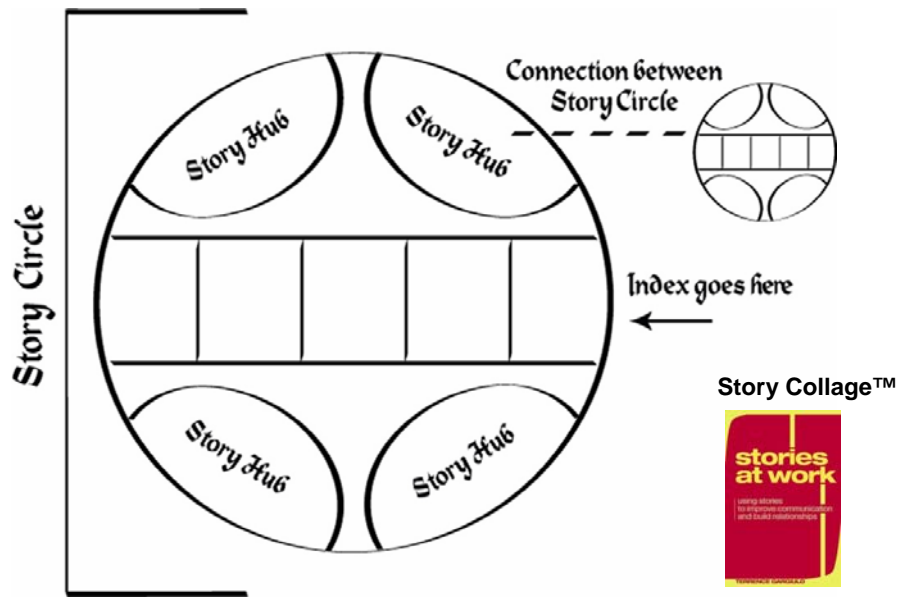
3 STEPS FOR ELICITING STORIES

STEP	REQUIREMENT	DESCRIPTION
STEP 1	Trust	<ul style="list-style-type: none"> • Building history with others • Creating joint stories • Having shared experiences
STEP 2	Climate of Sharing	<ul style="list-style-type: none"> • Willingness to share our own experiences and be vulnerable • Inviting others to share • Demonstrate resonance and understanding of others' experiences • Pacing
STEP 3	Adapting	<ul style="list-style-type: none"> • Rephrasing questions • Developing alternative questions • Matching others' language

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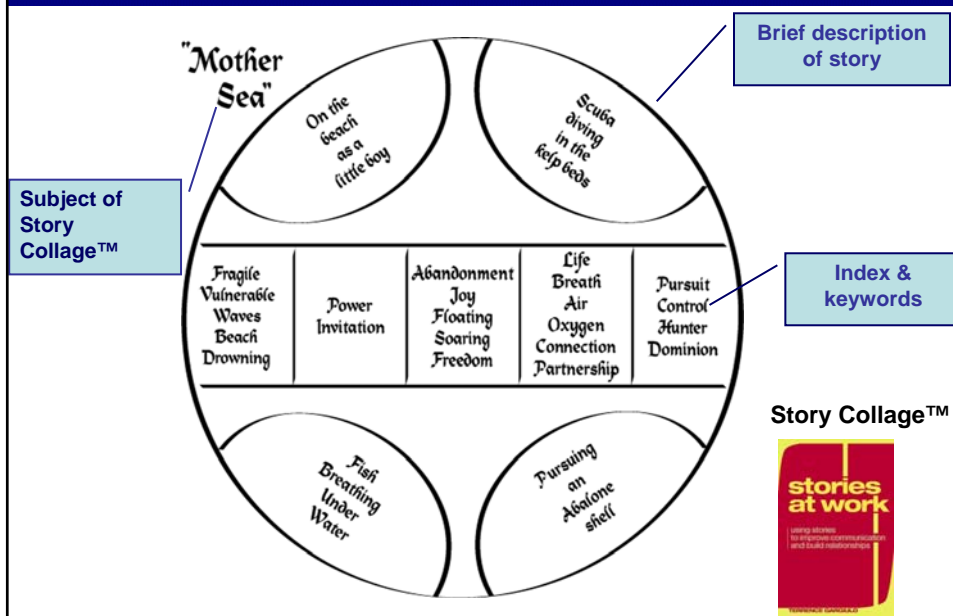
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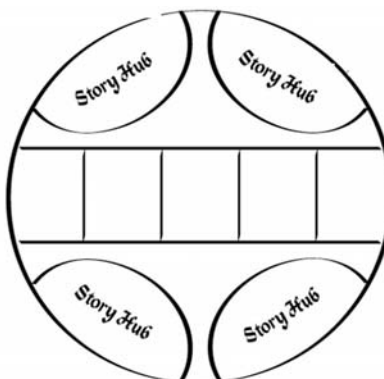
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WORKSHOP – Story Collage™ of Conference

Reflect on the conference. What stories have the sessions elicited for you?

1. Record short description of these stories (story hubs).
2. Write down keywords (index)
3. Share your collage



Story Collage™



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THE STRATEGIC USE OF STORIES IN
ORGANIZATIONAL COMMUNICATION
AND LEARNING



TERRENCE L.
GARGIULO

May stories...
Stir your heart
Inform your thoughts &
Guide your actions

Terrence L. Gargiulo

stories
at work

using stories
to improve communication
and build relationships

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A Practical Guide
for Organizational
Leaders and
Human Resource
Specialists
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On Cloud Nine

An Inspiring Tale



Weathering the Challenge of Many
Generations in the Workplace

ROBERT W. WENDOVER
TERRENCE L. GARGIULO
Illustrations by Eldon DeGisi

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Organizational Development, Coaching



I'd love to hear from
you!