

# Facilitator Guide for Leading Live Meetings

## Eliminating Fillers

### DISCUSSION QUESTIONS

Have you ever been distracted by an excessive number of fillers in someone's speech pattern? How did that distraction impact your ability to listen? How did it affect your view of that person's credibility?

How prevalent is the use of fillers in your work environment? What types of fillers do you find the most distracting? Do you associate some types of fillers with a specific demographic?

How easy or difficult is it to become "consciously competent" at eliminating fillers? What might it take to become "unconsciously competent"? What would be the benefit of that effort? What Tiny Habits can you put into place to provide a regular practice opportunity?

### ACTIVITIES

*(Watch the one-minute demonstration of selective attention at this link: **Watch the Invisible Gorilla Video** <http://www.theinvisiblegorilla.com/videos.html>).*

Debrief the video demo with a discussion about "selective attention." In what way might fillers be invisible gorillas wandering through our conversations? What role does "selective attention" play in developing bad habits? In what ways is "selective attention" a blessing and a curse?

#### Filler Flag Game

*(Watch the two-minute segment from 5:43-7:58 of the Eliminating Fillers video from more information.)*

Choose one of the prompts listed on the Flag Game Checklist. Each speaker talks for 90 seconds while trying to eliminate any uses of *uh* and *um*. The listener should raise a hand to flag any fillers that may slip by.

#### Filler-Free Elevator Pitches

*(Break into pairs or small groups.)*

Imagine you have the opportunity to offer a 60-second introduction of yourself and your organization to a high-potential business partner. Taking turns, practice delivering your pitches free of fillers.

# The Credibility Code Online: Meeting Guidelines

## OPEN THE MEETING WITH GENERAL QUESTIONS

Of the video lessons in this module, what are your key takeaways?

What did you find most valuable?

How have you been practicing? What tactics are you using to keep these skills “front of mind” daily?

What ideas have you discovered for Tiny Habits and/or Field Trips?

In what ways have you “flexed your courage muscle” with The BOSS Checklist?

What successes and/or challenges can you share?

How successful have you been at using these skills in your day-to-day life?

In what areas do you feel you are moving from “conscious competence” to “unconscious competence”?

What additional support do you need to facilitate your ability to master these skills?

## OFFER AT LEAST ONE SELF-VIDEO OPPORTUNITY

Invite everyone to deliver “Elevator Pitches” in groups of 3-5. Or, encourage participants to videotape themselves during one of the small-group activities such as Role-Playing or SoundBite cards.

## OFFER AT LEAST ONE ROUND OF SPEECHSKILLS SOUNDBITES\* CARDS

Arrange the participants into smaller groups as necessary so that everyone can have at least two turns answering a prompt. For each turn, the speaker will draw a card and answer while focusing on a skill. A comfortable time limit for each answer is about 30-60 seconds.

## CLOSE THE MEETING WITH COMMITMENTS AND/OR GOALS

Offer a prompt such as “What new idea are you taking with you today?” or “What is one new commitment you will adopt?” or “What action will you take tomorrow?” Invite answers popcorn style. Encourage an answer from everyone, with the guideline that it’s okay to repeat answers. Keep the exercise fast-paced by limiting answers to two sentences or less.

