

OPTEFFECT

Mastering Empathy and Authentic Communication

presented by Courtland Warren for



FINANCIAL
PLANNING
ASSOCIATION

DALLAS
FORT WORTH



COURTLAND WARREN

With over 13,000 hours logged, Courtland Warren is an authentic and relevant thought leader and master facilitator in large group awareness training. On stage, he looms as an intriguing combination of power, humor and empathy. Courtland's certitude stems from his stated purpose, "to make new the thoughts of people about what they are capable of being".

Born and raised in Idabel, Oklahoma, he saw education as a path to experiencing more of the world. With this view, Courtland has blazed a trail from his neighborhood Main St., to Johannesburg, South Africa; London, U.K.; and across North America leveraging intelligence, charisma and voice. No matter the size of the audience Courtland knows each person listens and hears as an individual and has an uncanny ability to connect.

Courtland studied organizational behavior and graduated from Oklahoma State University. After a short stint in the oil and gas industry, he was inspired by the need for diversity and inclusion in corporate america and has added value to industry titans Coca-Cola, UPS, GE, Williams, Kimberly Clark and Chick-fil-A. More than 20 years ago, Courtland decided to "hang a shingle" as a transformational speaker and workshop facilitator and is today a pertinent contributor to empowering people to raise their resilience quotient in order to live a meaningful life.



Courtland Warren

Keynote Speaker | CEO



Why We Communicate

Above the Line

RESPONSIBLE

JUSTIFICATION

SHAME

BLAME



The Meaning of Communication is the Response You Get

Three Ways to Listen

1 AGREE WITH

I already know
I am right

2 DISAGREE WITH

I already know
I am right

3 BE WITH

Notice reactions
Why



Five Levels of Self-Talk

1 NEGATIVE ACCEPTANCE

2 LEVEL OF RECOGNITION

3 LEVEL OF DECISION TO CHANGE

4 LEVEL OF THE BETTER YOU

5 LEVEL OF UNIVERSAL AFFIRMATION

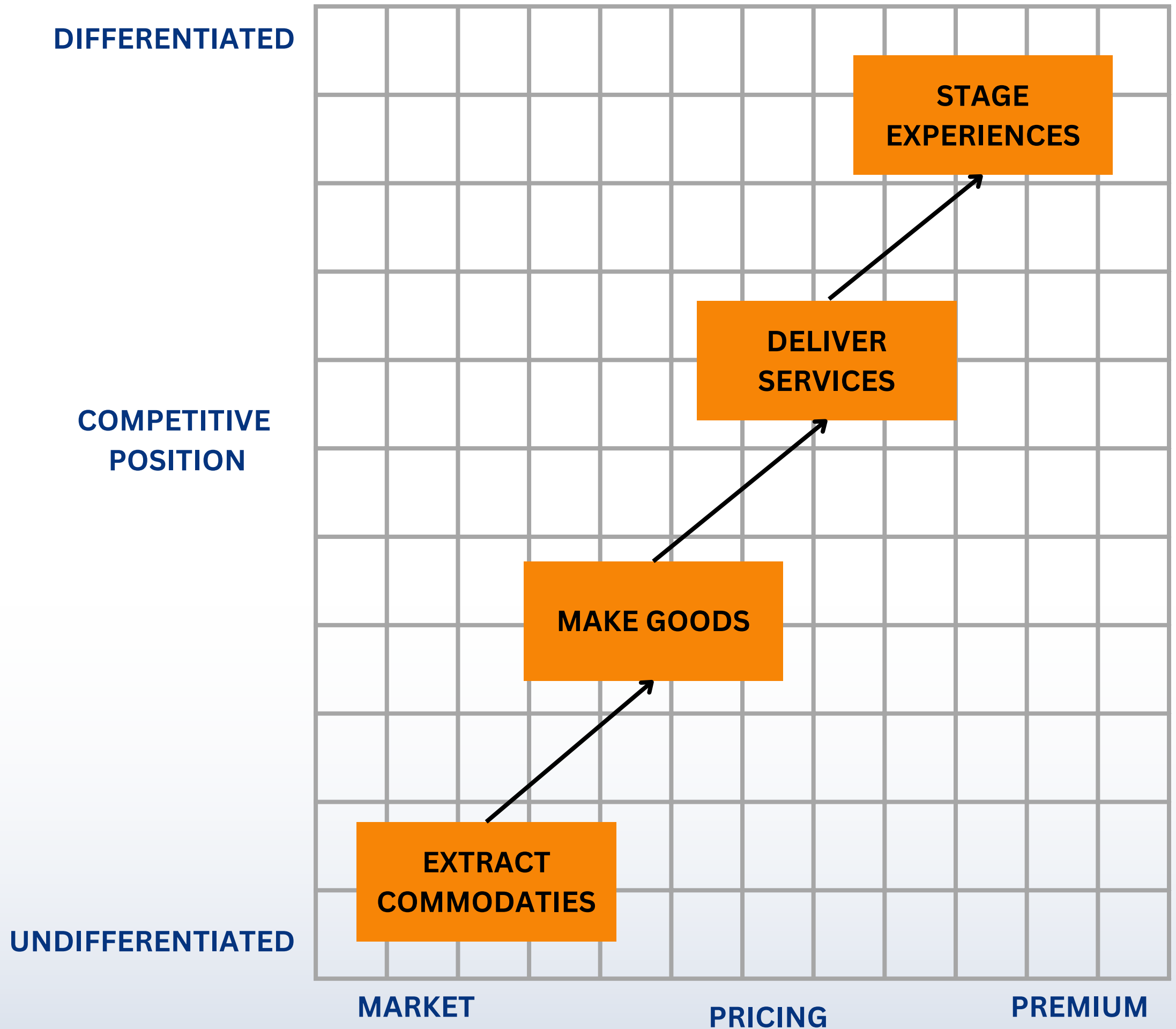


Stages of Learning

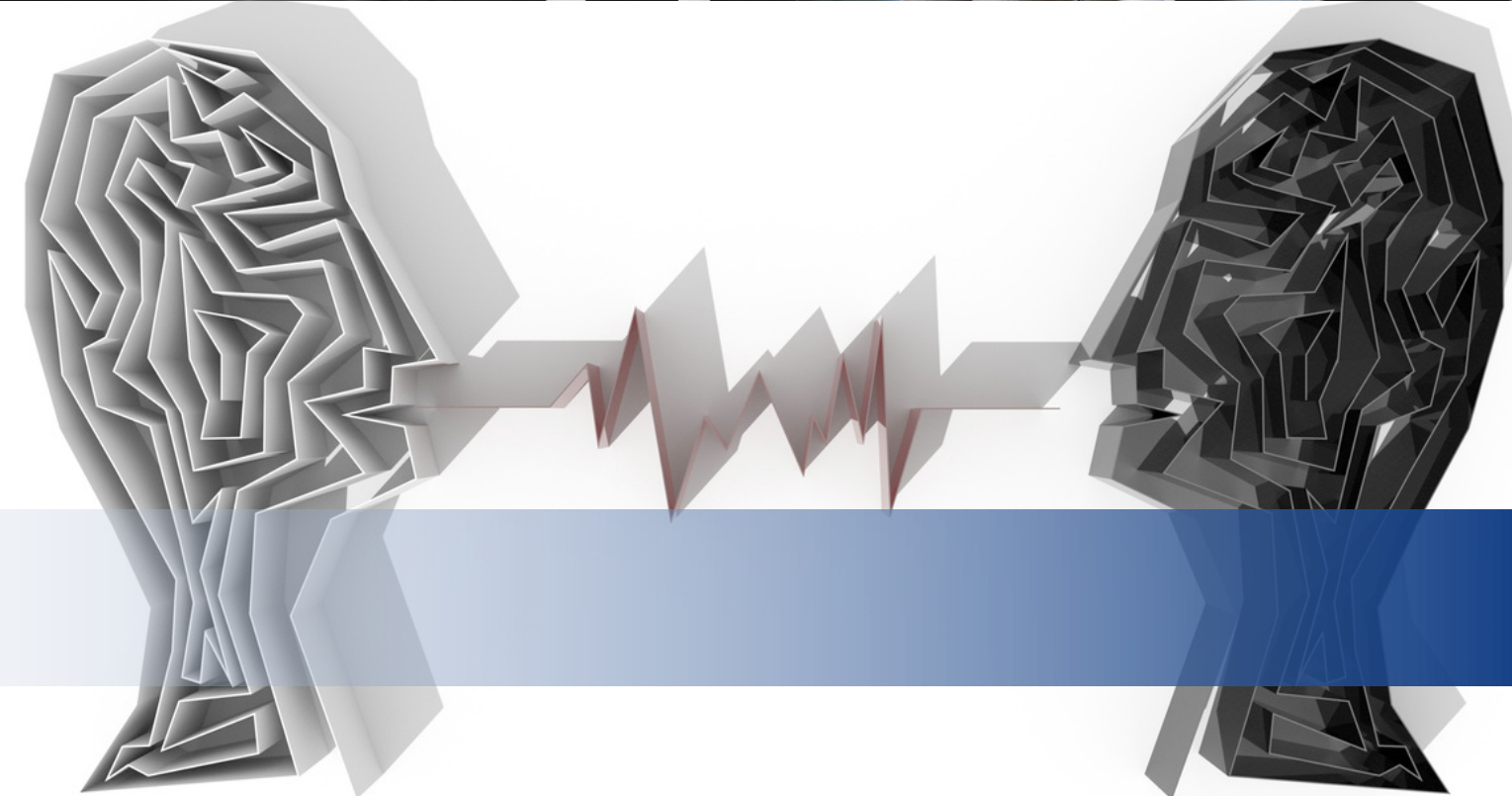
1. UNCONSCIOUS INCOMPETENT
2. CONSCIOUS INCOMPETENT
3. CONSCIOUS COMPETENT
4. UNCONSCIOUS COMPETENT



The Progression of Economic Value



Speak With Good Purpose



Thank You

