



CoilUp

Technical Training Programs in Audio, Video, Lighting, & LED





The Human Side of Live Events



Intro

Emotional
Intelligence

Valuing People

Apology

Effective
Confrontation

Health

Call-to-Action

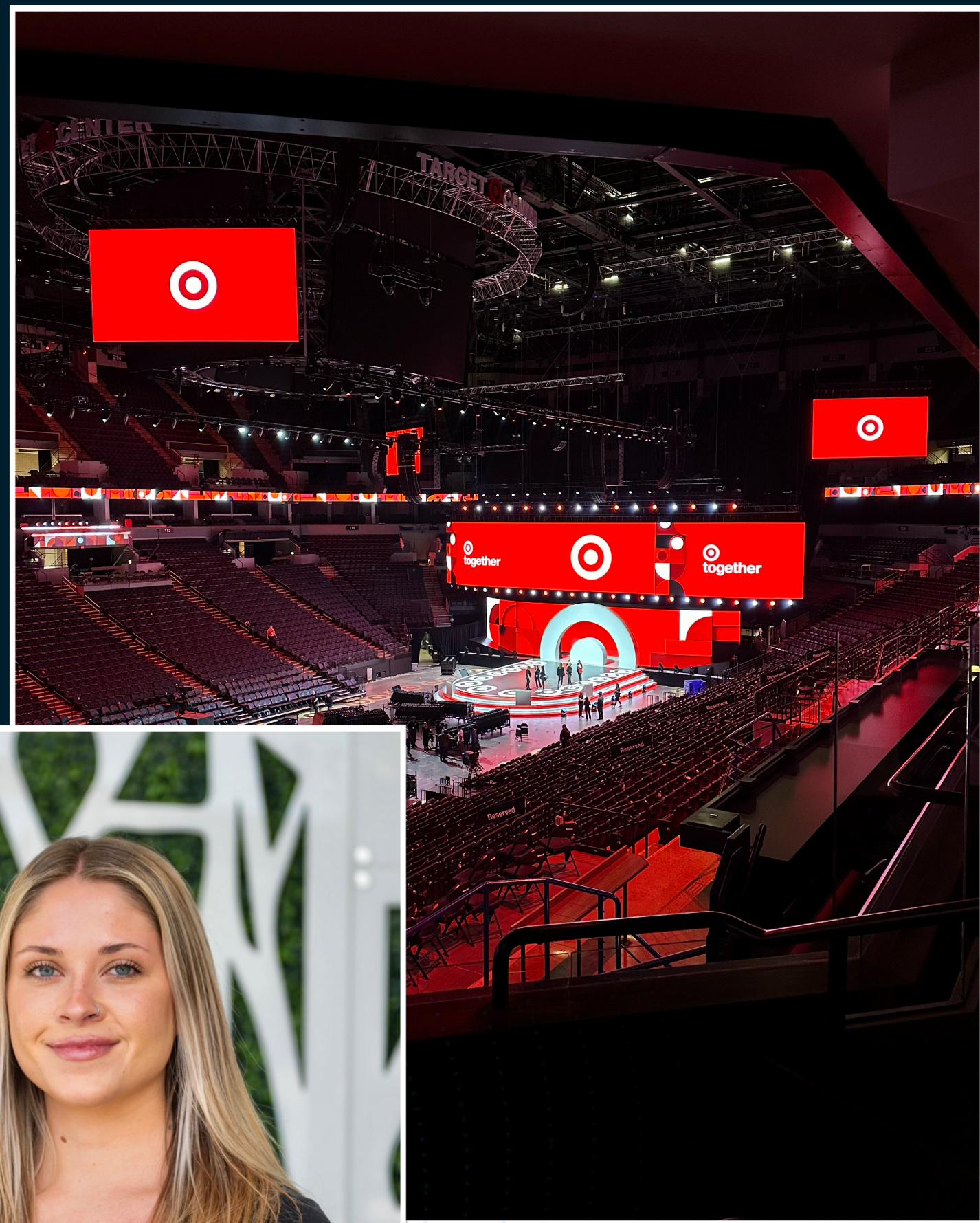
In 1997, after graduation from MTSU, Shane accepted a full-time job with Walt Disney World in Orlando, FL. In 2004, Shane started his career as an audio engineer for LMG based in Las Vegas, NV. In 2012, after 8 years on the road, Shane accepted a leadership role with LMG and now leads the audio, video, lighting, project management and labor departments.



Shane Smith

VP, Technology

shane.smith@lmg.net





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ENTERTAINMENT TECHNOLOGY PARTNERS

Live Matters



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Interactive Moment

Intro

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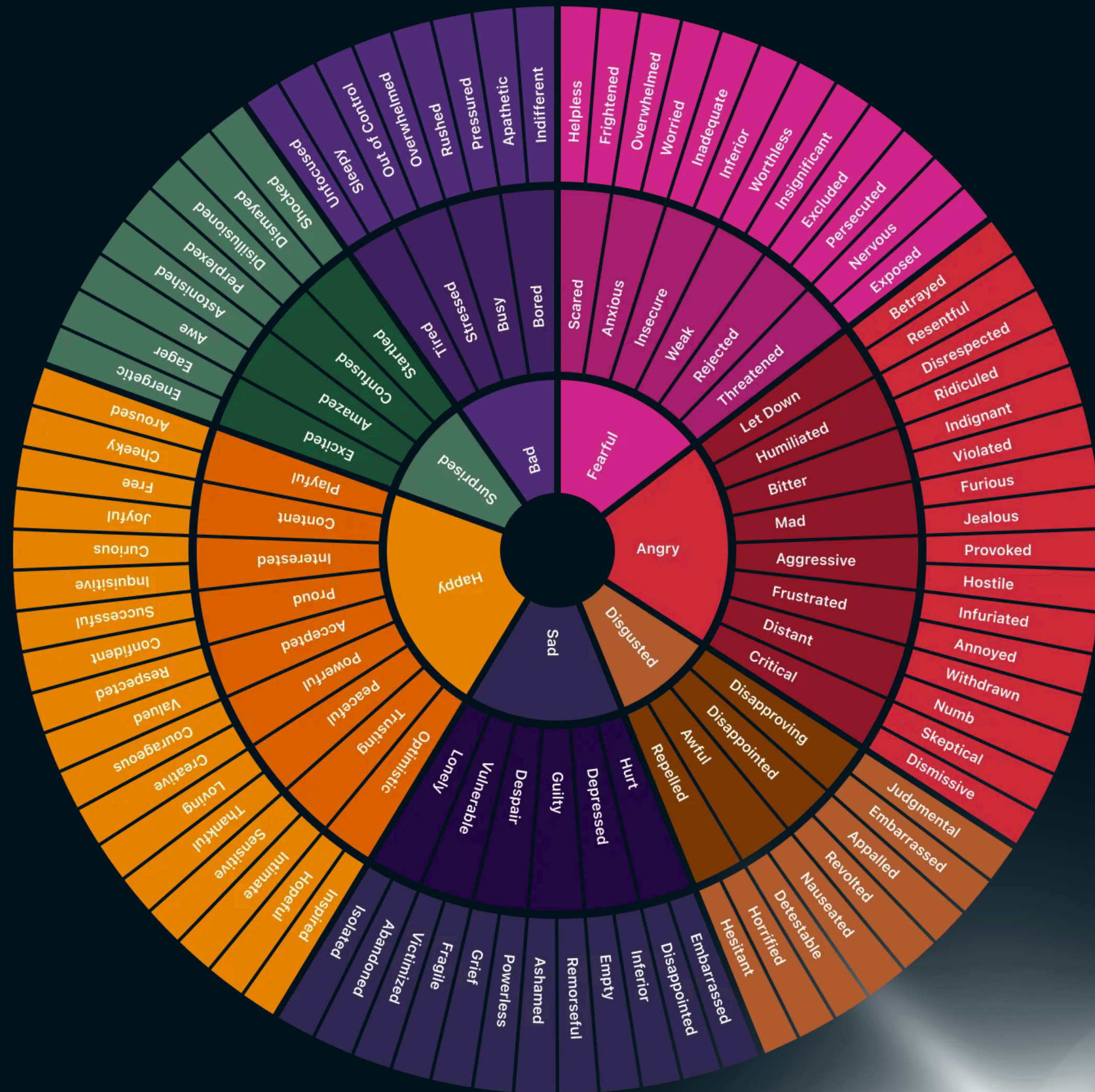
Respectful
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Emotional Intelligence (EQ)

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”



The Feelings Wheel

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Four EQ Skills

Self-Awareness

Self-Management

Social Awareness

Relationship Management

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How do we value people?

We recognize the worth of every individual and intentionally add value to their lives.

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Value Cycle

Value People

Make them
more
valuable

Add Value to
them



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Apology

A genuine act of humility and responsibility when we've wronged someone.

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3 A's of an Apology

Acknowledge

Acceptance

Amends

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Effective Confrontation

Effective confrontation is a constructive approach to addressing conflicts, tensions, or undesirable behaviors in a respectful and purposeful manner.

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FBI Method

Say specifically how you **Feel**.

Say specifically the **Behavior** they did that has caused the feeling.

Say the **Impact** if that behavior continues.

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You only get one body.

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Everything worthwhile is uphill.

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**Knowledge/Skills + Experience = Some
Success**

**Knowledge/Skills + Experience = Great
Success**
(With Human Skills)

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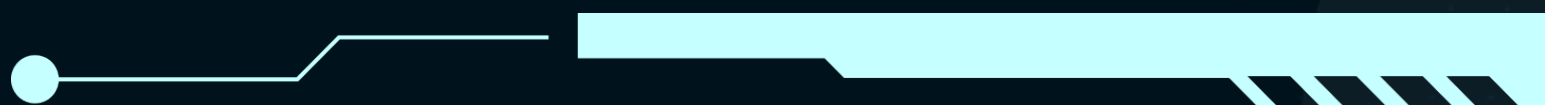
Call-to-Action

Reference Material & Contact Info





Q&A
SESSION



THANK

YOU