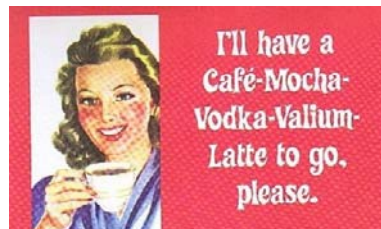


"Weathering the Storm"

With Confidence, Powerful, and Professional Communications

Communications...



Communications...

- Verbal
- Mental
- Physical



Verbal Communications

- What are some examples of Verbal Communications that we should use?
- What do you use now? Does it work?
- Tricks of the trade?

Verbal Communications

■ Grammar and Words

- ❖ The "I" word...
 - I can be pushed around, I guess.
 - I kind of relate to that.
 - I don't have enough time to complete that job.
 - *You become the subject of the sentence!*
- ❖ Silly Big Words...
 - Facilitate - ease, enable
 - Proactive - active, prepared
 - Conceptualization - idea
- ❖ The Other Four-Letter Word...
 - "Feel" - "What are your feelings about...?", "How do you feel about the plan?", "How do you feel we ought to proceed?"

Verbal Communications

- Embrace complexity
- Avoid the indecisive "I"
- Start with a subject
- Save intimacies for the home
- Eliminate unnecessary verbal, vocal and gestural tags ("isn't it?", "right?", "don't you think?", "you see what I'm saying?")
- Avoid the other "F" verb

Verbal Communications

- **Tips for fearless communication in the workplace:**
 1. **Don't bury the punch line** - The reality is that talking around an issue, or trying to hide or soften it amidst other information, doesn't help you avoid a discomfort. Instead it prolongs the problem, delays resolution, and leads to confusion.
 2. **Avoid the "I want them to like me" trap** - If there is a desire for approval when you communicate to others, remember: "The goal of communication is to clearly and fearlessly express your thoughts, feelings, and ideas - not to win others' approval."

Verbal Communications

- **Tips for fearless communication in the workplace:**
 3. **Make Eye Contact** - Making eye contact - no matter what the circumstances - communicates that you are confident, taking responsibility for what you are saying and hearing, and that you are strong enough to confront the issue.
 4. **Don't water down your message** - "This is a great angle, don't you think?" and "Our department is doing well, isn't it?" A tag line at the end of a sentence weakens the statement being made as well as the authority of the speaker. It communicates that the speaker is not completely confident so must ask for reassurance.

Verbal Communications

- **Tips for fearless communication in the workplace:**
 5. **Yes, But** - "Yes, but I've already tried that," or "Yes, but people in my industry just don't do that." . Decide that you will refuse to focus on why something can't or won't work. Concentrate on solutions.
 6. **Speak Up** - Speak up to ensure that your strengths and knowledge are accurately perceived. Calmly hold your ground when you are interrupted by saying something like, "To continue my point..." or "Just a minute, I'd like to finish my point."

Mental Communications

- What are some examples of Mental Communications that we should use?
- What do you use now? Does it work?
- Tricks of the trade?

Mental Communications

- Being prepared - who is the audience?
- Listening

Mental Communications

- **Listening...**
 - Listening is rarely taught in schools because educators (along with almost everyone else) assume listening is equivalent to breathing -- automatic.
 - Listening takes time or, more accurately, you have to take time to listen.
 - Good listening requires the temporary suspension of all unrelated thoughts -- a blank canvas.

Mental Communications

- **Listening Barriers...**
 - ⦿ Worry, fear, anger, grief and depression
 - ⦿ Individual bias and prejudice
 - ⦿ Semantics and language differences
 - ⦿ Noise and verbal "clutter"
 - ⦿ Preoccupation, boredom and shrinking attention spans

Listening...

Ten Steps to Effective Listening

1. Face the speaker and maintain eye contact.
2. Be attentive yet relaxed.
3. Keep an open mind.
4. Listen to the words and try to picture what the speaker is saying.
5. Don't interrupt and don't impose your "solutions."
6. Wait for the speaker to pause to ask clarifying questions.

Listening...

Ten Steps to Effective Listening

7. Ask questions only to ensure understanding of something that has been said (avoiding questions that disrupt the speaker's train of thought).
8. Try to feel what the speaker is feeling.
9. Give the speaker regular feedback, e.g., summarize, reflect feelings.
10. Pay attention to what isn't said -- to feelings, facial expressions, gestures, posture, and other nonverbal cues.

Physical Communications

- What are some examples of Physical Communications that we should use?
- What do you use now? Does it work?
- Tricks of the trade?

Physical Communications

- Body language
- Presentations
- Attire

Physical Communications

- Body language
 - ⦿ Weak body language -
 - Looks nervous
 - Plays with pencils or notes
 - Reads or mumbles
 - Slouches with legs apart or scrunches body
 - Closes fists
 - Crosses arm tightly over chest

Physical Communications

- Body language
 - ⦿ Strong body language -
 - Sits straight, leaning slightly forward
 - Takes notes
 - Looks relaxed
 - Smiles when appropriate
 - Places feet comfortably flat on floor, or crossed
 - Seems to enjoy oneself

Physical Communications

- Body language
 - ⦿ Confidence builders -
 - Weigh the consequences (what are the consequences of failure?)
 - Laugh at yourself
 - Take a deep breath
 - Smile; enjoy yourself
 - Forget perfection

Physical Communications

- Presentations
 - ⦿ What are some key points that you can share, regarding presentations (employees, supervisors, customers, education...)

Physical Communications

- Presentations
 - ⦿ Decide what to say and what NOT to say
 - ⦿ Write a script
 - ⦿ Include all the ingredients (details)
 - ⦿ Write for listeners, NOT for readers
 - ⦿ Make your words easy to remember
 - ⦿ Tell stories that relate to the audience
 - ⦿ Remind and repeat

Physical Communications

- Presentations...tips
 - ⦿ Remind and repeat
 - ⦿ Use precise, concrete words and images
 - ⦿ Show vivid visuals
 - ⦿ Plan before speaking. Start with the subject, not with "I"
 - ⦿ Listen to others when they speak

Physical Communications

- Attire
 - ⦿ Remember that you represent your organization when you are in public
 - ⦿ Promote your professional image/ self
 - ⦿ Promote your profession
 - ⦿ Promote your professional association...STMA

Weathering the Storm

- Confidence
- Powerful & Professional Communications

