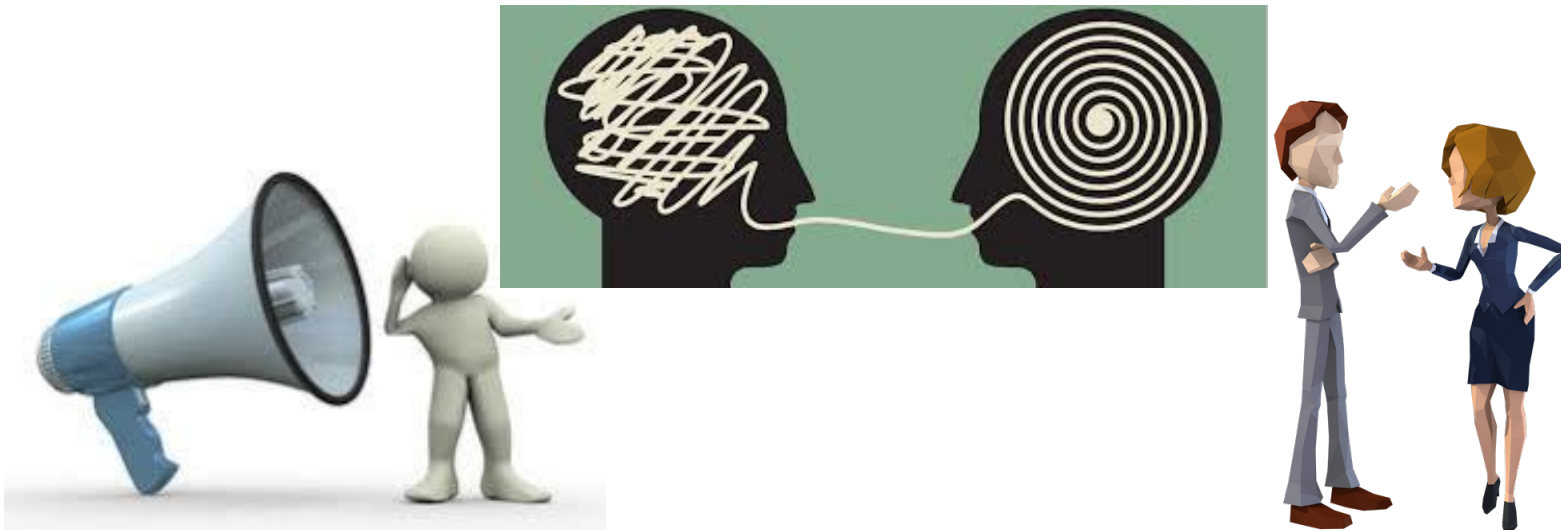


Say WHAT?

The Illusive Art of Effective Communication



**“Communication works for
those who work at it.”**

-- John Powell

How do you rate as a communicator?





	TRUE	FALSE
1. Most problems between people are caused by communication failures	<input type="checkbox"/>	<input type="checkbox"/>
2. A person's paradigm (view of the world) influences everything s/he hears and perceives	<input type="checkbox"/>	<input type="checkbox"/>
3. When confronting a person on any issue, it's important to stick only to the facts	<input type="checkbox"/>	<input type="checkbox"/>
4. Watching other peoples' body language and sensing what they feel is as important as listening to their words	<input type="checkbox"/>	<input type="checkbox"/>



TRUE

FALSE

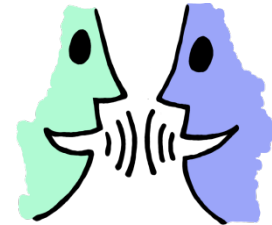
- 5. When someone feels he's being judged or controlled, s/he usually gets defensive and blocks communication
- 6. I always listen attentively to the other person and allow him/her to finish what s/he is saying before I start my reply
- 7. Most people emphasize other people's weaknesses and what they dislike about them, rather than being more positive
- 8. If I'm really clear about what I say, there's no doubt that the other person will understand what I'm saying

COMMUNICATION AND PERSONALITY

Have you ever:

- met someone for the first time and within 15 minutes had a strong affinity for him or her?

- met someone for the first time and within 15 minutes had a dislike for him or her?



- been around someone who was very upset about something that seemed totally trivial to you?

Welcome to the world of **PARADIGMS**



Each of us lives with our own unique mental paradigms.

They influence everything we think, do and say.

**What I think, do and say will be different
from what you think, do and say –
on the exact same subject, problem, or task.**



S

R

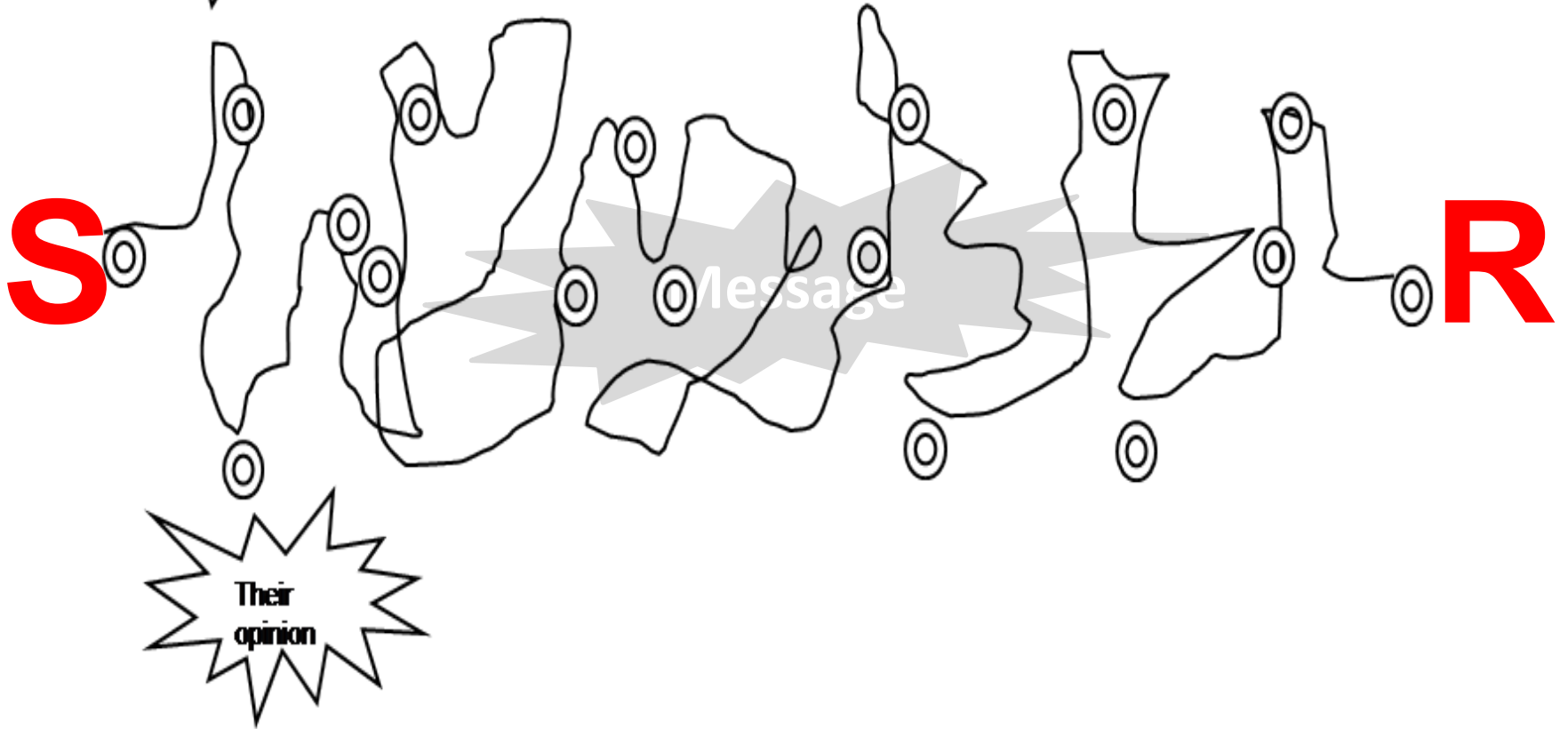


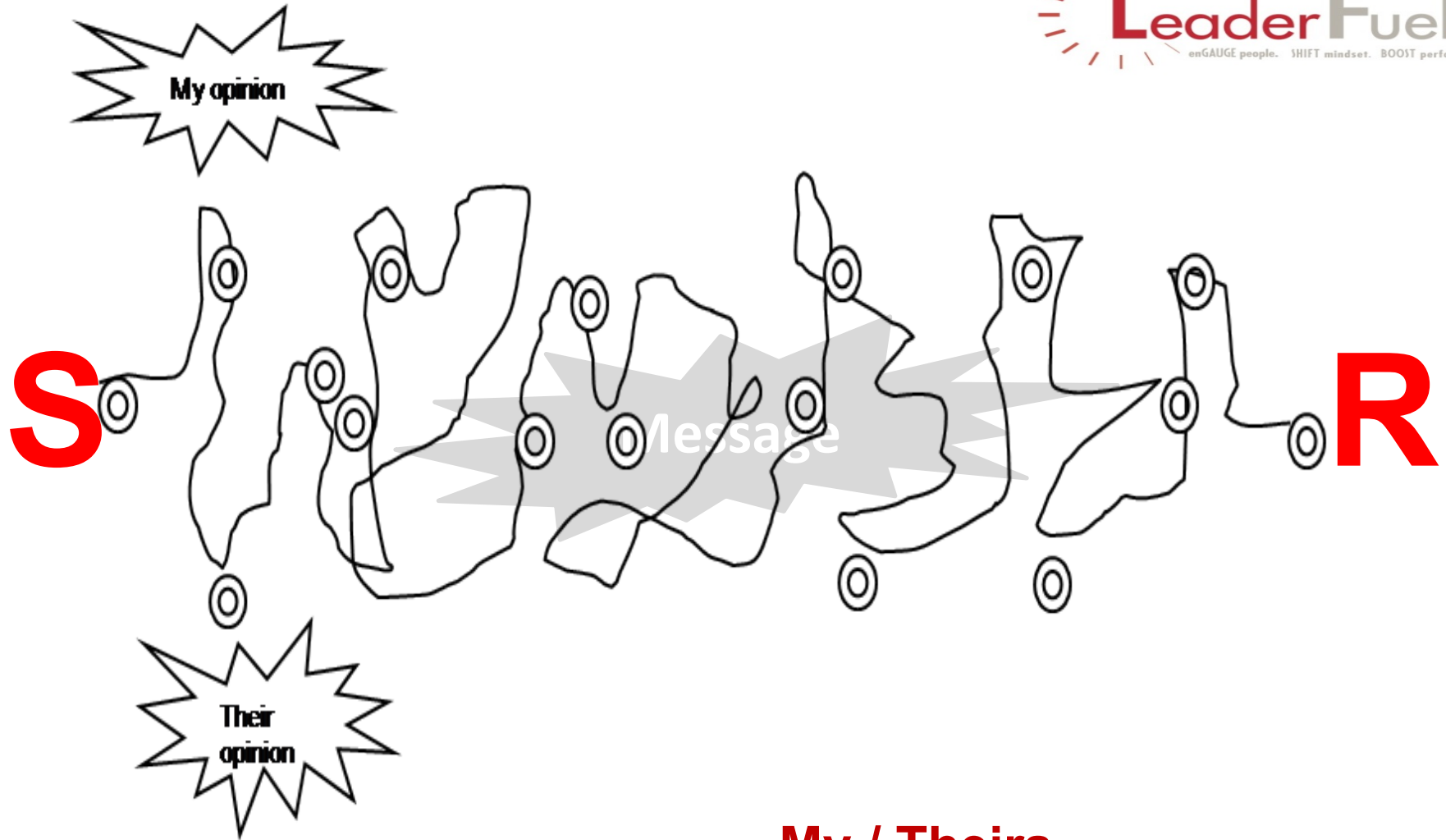
S



R

My opinion





My / Theirs

- opinions
- experience
- perspective
- beliefs
- wants
- needs

YOUR COMMUNICATION TENDENCIES



Top Communication Success Factors

1. **KNOW** your target – what are their paradigms?
2. **FLEX** your communication style to theirs
3. **READ** your target's reaction & adjust your approach as needed
4. **DEAL with BOTH** facts and emotions
5. **LISTEN** more than you talk
6. **ASK** more than you state (questions educate you and respect the other person)
7. **BE CLEAR**, clear, clear!
8. **Know** your purpose – to inform, motivate, share, suggest, brainstorm, persuade, offer ideas, hand off, etc.

Power Communication Method #1

- Power pronouns
- Use carefully and intentionally

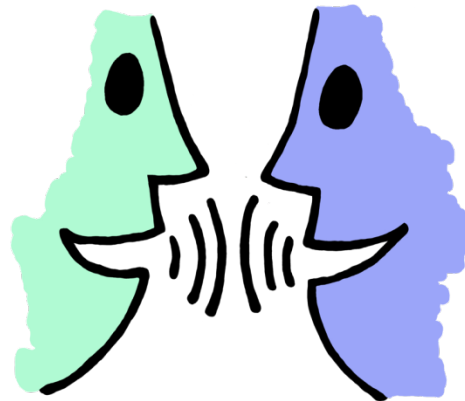
□ “You”

□ “I”



Power Communcation Method #2

- **Mirror**



Power Communication Method #3



ASK questions

- they focus on the other person
- statements usually focus on you

Power Communication Method #4

- **LISTEN!**
 - most underused skill
 - most powerful skill
 - questions force you to listen more
 - active listening



My Next Steps

As a result of this discussion, I plan to:

<p><u>Start Doing</u></p> <hr/> <hr/> <hr/> <hr/>	<p><u>Stop Doing</u></p> <hr/> <hr/> <hr/> <hr/>
<p><u>Do more of</u></p> <hr/> <hr/> <hr/> <hr/>	<p><u>Do less of</u></p> <hr/> <hr/> <hr/> <hr/>

Other Ideas for Implementation:
