

Powerful Communication Strategies

Welcome! Today's about getting better (not bitter) about our everyday Communication! It's a skill that gets stronger with practice. So glad you're here—now let's get started!



Starter Questions:

1. What's a recent or recurring communication situation that continues to elude or frustrate you? This could be called a "sticky" situation (with colleagues and/or team members).
2. If you had a magic wand and could fix it, what would the "fix" look like:
3. Think of a person you've seen or know that you feel is a "great communicator." What are a few things you've noticed he/she does that makes you think this? (Actions / Words/ Demeanor)



"The communication leader who creates a line of sight between vision and task can inspire greatness. The leader's job is to build a shared image of the future, foster commitment, and orchestrate alignment."

With practice you can create: **Better strategic alignment, Greater credibility, and Clarity**

The Big Idea

Every leader and team member has, at one time or another, made these **four fatal assumptions**:

- People **UNDERSTAND** what was communicated.
- People **AGREE** with what was communicated.
- People **CARE** about what was communicated.
- People will take **APPROPRIATE ACTION**.

3 Great Listening Tips:

Tact= The ability to make a _____
without making an _____.

- 1.
- 2.
- 3.

The facts: _____% of problems today are caused by _____.

Recall Factors: People remember...

_____ % of what they _____.

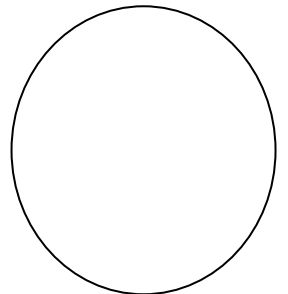
_____ % of what they _____ or _____.

_____ % of what they _____. Do you agree? Do you get frustrated when you repeat answers?



Top 5 Common Communication Myths:

- 1.
- 2.
- 3.
- 4.
- 5.



The 3 V's

___ % = _____

___ % = _____

___ % = _____

It's not WHAT you say it's _____ You Say it!

And _____, _____, _____, & _____ you say it!

Phases to lose:

Better to use:

2 Magic Phrases: " _____!" & " _____!"

Powerful Communication Strategies

To motivate or persuade people, you must know what makes them _____

and what _____ them off.

"_____ buttons" make us feel _____, _____, _____.

"_____ buttons" make us feel _____, _____, _____.

Name one of your "Pride Buttons": _____

Name one of your "Hot Buttons": _____



Which style are you?

Which style do you get along with best?

What's your best friend's style?

Which style not so much?

Powerful Communication Strategies

DIRECTNESS: (E's Like This!)

You can get through to these best by:

- **Speaking at a faster pace**
- **Initiating conversations and decisions**
- **Giving recommendations and not asking for opinions**
- **Using direct statements rather than roundabout questions**
- **Communicating with a strong, confident voice**
- **Challenging and tactfully disagreeing when appropriate**
- **Facing conflict openly but not initiating it**
- **Increasing eye contact**



INDIRECTNESS: (L's & F's Like This!)

You can get through to these best by:

- **Talking and making decisions more slowly**
- **Seeking and acknowledging the opinions of others**
- **Sharing decision-making and leadership**
- **Showing less energy; being more "mellow"**
- **Not interrupting**
- **Providing pauses to allow the other person to speak**
- **Refraining from criticizing, challenging or acting pushy**
- **Choosing words carefully when disagreeing.**



SUPPORTINGNESS: (L's & S's Like This!)

You can get through to these best by:

- **Sharing your feelings and letting your emotions show**
- **Responding to the expression of others' feelings**
- **Paying personal compliments**
- **Taking time to develop the relationship**
- **Using friendly language**
- **Communicating more, loosening up and standing closer**
- **Being willing to digress from the agenda, going with the flow**



CONTROLLINGNESS: (F City Here!)

You can get through to these best by:

- **Getting right to the task or the bottom line**
- **Maintaining more of a logical, factual orientation**
- **Keeping to the agenda**
- **Leaving when the work is done; not wasting time**
- **Not initiating physical contact**
- **Downplaying enthusiasm and body movement**
- **Using business-like language**



Top 10 Challenges of Communicating

Rx : Some Quick Fixes

Solutions

Differences in communication style	Lack of structure	Not the right tools
Distrust	Distracting environments	Slow response times
A lack of office culture	Scheduling meetings	Differing Work Ethics
Psychic Mind Reading		

Deep Dive into Virtual Teams Communication:

1. Lack of face-to-face interaction leads to lost information.
2. Goals and priorities can be lost in virtual communication.
3. Cultural or language differences can cause misunderstandings.
4. Challenges with time zone differences can lead to stress.
5. Malfunctions in technology are bound to happen.

Some Rxs to Fix:

- **DEFINE BEST CHANNELS FOR EACH TYPE OF COMMUNICATION**

911:

611:

311:



Position _____ **vs** _____ **Interest**

Typical Weapons Difficult People Use and How to Counteract Them



Emotional Tactics

Non-Emotional Responses: Rx

- Anger
- Insulted
- Guilt
- Exasperation
- False Flattery

Alternative Responses to "Hot" Situations

- Presume _____.
- _____ it back in their _____.



Great Neutral Phrases to Practice:

1. "That's _____."
- 2.
- 3.



Powerful Communication Strategies

Possible (Unintended) Landmines to Avoid:

- 1.
- 2.
- 3.
- 4.
- 5.



•Basic Structure of Great Communication

Overcome Frustration with a Clear Message Formula/ What's Your Point? Fine Tune to Convey **News They Can Use!**

KNOW DO FEEL

Achieve clarity with the 1-Sentence Test:

Sharing Information with Confidence, Clarity, Conviction—and “**Sticky Content**”!

Capture Credibility and Attention From your First Word

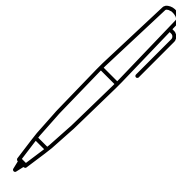
Example: There are 3 types of presentations:

1. The one you **BAKE**
2. The one you **MAKE**
3. The one they **TAKE** away.

- Apply the Elements of Planning, Practicing, and Presenting to Create Effective Connections
- Utilize Best Practices to Maximize Strengths and Opportunities for Growth & Productivity

Know HOW YOUR Receivers Think!

Recall Factors : ___ % of what we HEAR
___% of what we READ / WRITE
___% of what we DO



The Law of Primacy

The Law of Recency

•How to Handle Interruptions

- *
- *
- *
- *

Deal with the 5 Scariest Types of Communicators

1. Body Language Blind
- 2 Always wanting to be right.
- 3 The Sentence Finisher (Secret Psychic)
4. The Fixer
5. Being "Type A"

Just DO it!

- **Stress Busting Strategies** Before you Communicate!

No substitute to KNOWING your Stuff!

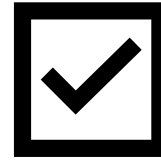
Breathe deeply

Visualize a successful delivery

Practice, Practice, Practice!

Record it / Listen to it over and over / Watch it....often / with NO audio/ @ High speed!

REALITY CHECK!



Think of conversation you've been putting off.

Let's do the math and see if it's worth the chat:

What's the issue:

What's YOUR goal (what do you want the other person/team to KNOW/DO/FEEL when the communication is finished?)

Possible outcomes?

YOUR Walkaway position? What are you prepared WON'T CHANGE...and CAN YOU live with that?

What do YOU CONTROL / NOT CONTROL / INFLUENCE?

When will you MEET :

Where:

Set Up invite Method : (In person, phone, virtual, etc.)

Invite Verbiage:

Based on the math, should you back off or bite in?

Would this EVER change based on patterns and knowing the person?

If not, what are the consequences to all parties?

Good (if we comply)

Bad (if we don't)

YOUR CALL: What will YOU do?

Get a witness and GO FOR IT!

Conflict Resolution Meeting Tip Sheet

Make sure everyone knows the ground rules for discussion.

For example: (You need to craft a set of rules that works in your culture and with your teams)

- One person speaks at a time
- Make a sincere commitment to listen to one another and try to understand the other person's point of view before responding
- Avoid disrespectful words/language
- Don't start the meeting in attack mode (both staff and patient)
- Do start the meeting in a positive mode; we are here to find a solution to the problem that will work best for all.
- Make sure each participant in the meeting gets a chance to present their perspective
- Summarize/re-frame statements to ensure you understand their perspective accurately
- Discuss possible solutions; review different methods of action to handle the situation if it occurs again
- Resolve the problem or come up with a solution that all parties can be agreeable on.
- Confirm that all can accept a workable resolution.
- Document the solution and procedures to resolve the problem.
- If need be, have all parties sign off to ensure mutual understanding.
- Retain a copy for your own records.
- Conduct a follow-up phone call or meeting to confirm there is no ongoing conflict following the meeting.
- **Healthy Responses to Conflict:**
 - Calm, non-defensive, and respectful reactions
 - Ability to seek compromise
 - Facing conflict head-on instead of avoiding
 - Readiness to move past conflict without holding resentment
- **Unhealthy Response to Conflict:**
 - Explosive, angry, hurtful, demeaning reactions
 - Inability to compromise
 - Fear and avoidance of conflict resolution
 - Withdrawal resulting in rejection, shaming, or fear of rebuttal

BONUS COMMUNICATION TIPS! :

POSSIBLE Sticky Situations & ACTION PLANNING

Tactful Phrases to Help Confront Difficult People

When you get into a tight situation, try to keep your words impersonal.

Use these openers to get your point across while maintaining professional dignity.

When you disagree:

1. It seems to me that the goal is . . .
2. My concern is that we may not have enough . . .
3. Please explain this to me. There appears to be a different . . .
4. While I don't agree with your conclusion, I respect your opinion.
5. Would it be possible to recheck . . .? or How can we best verify our numbers?



When you are interrupted:

6. Pardon me, I'm almost through. Just give me a few seconds to finish my point.

When you run into a buzz saw (they won't stop talking):

7. Let's talk about this a bit later.
8. We don't have to agree, and while we may disagree, we can still do so respectfully.
9. I can see why you may feel that way . . .
10. You'd have every right to feel that way if that were the case.
11. I understand you may disagree with that. Fair enough. In the process of finding the BEST NEXT STEP, can we at least agree to be civil with each other?
12. Please tell me if there's anything I might've done to personally offend you.

When you're being pressured:

13. I don't feel totally comfortable [with that] [talking about that] . . .

14. Don't you think it would be a good idea to hold off until . . . ?

When you disagree or need to reclarify:

15. What steps would you suggest to correct that?

16. I'm sure you may not realize it, here's what I've found to be true . . .

17. Perhaps the consequences that could result from this weren't evident. . .

18. I may have not communicated this clearly beforehand . .

When you want to clear up confusion:

19. I'd appreciate your help clearing this up...

20. It looks like following this system got our signals crossed.
However, we can . . .

21. Perhaps I misunderstood. Are you saying that . . . ?

22. Let me see if I understand this. Would I be correct to say that you feel . . . ?



From Working with Difficult People by Muriel Solomon

Positive Affirmations: Your confidence and style radiate your self-esteem. A positive self-image helps with tactful communications.

Ten Qualities of a Great Team Player: Does this Sound Like You & Your Team?

Demonstrates reliability Communicates constructively Listens actively Works as a problem-solver

Functions as an active participant Shares openly and willingly Cooperates and pitches in to help

Exhibits flexibility Shows commitment to the team Treats others in a respectful and supportive manner

“Like it or not, YOU are the EXAMPLE!”

Managing Difficult Situations

How to Respond Professionally –even if you may not know the answer!

PAUSE _____

- Don't take it personally
- Hold back on your impulsive response
- Diffuse your tension by breathing out
- Give the other person a chance to let off steam



ACKNOWLEDGE _____ **QTIP** _____

- Show you are listening
- Work hard to see the situation from their perspective then ...
- Reflect back what they said and how they might feel
- Use their name – it's a great diffuser and personalizes the interaction

CLARIFY _____

- Ask questions to fully explore their problem
- Check back your understanding of the situation
- Flag questions and personalize them
- 'So, John, I'd like to make sure I've understood the issue as you see it.'
- Take notes to help you concentrate

RESPOND _____

- Keep an assertive and sympathetic tone, but match their pace (initially at least)
- Offer suggestions confidently
- If you cannot do something say so and tell why. Link it with what you CAN do. "Great suggestion. I tell you what we CAN do...."
- If the person still insists on what you can't do – re-instate the constraint and work together for a suitable situation
- Get agreement on NEXT BEST STEP/S

*Great work
Done well
With others
Every day*

~David Zinger, Founder Engagement Network

5 Leading Reasons People Get DIS-Engaged & LEAVE

1. Employees no longer fit in at the organization
2. Unclear about what work should be done in order to perform in their role
3. Lack of chances to develop within field of expertise
4. Work is too physically demanding
5. Unable to work efficiently

Your **RX** to Fix

1. Clarify, clarify, clarify (by ASKING)
2. Make sure team members fit in.
3. ASK about their development goals
4. Facilitate their actual work
5. STOP (Stupid) Time Draining Meetings

Leadership Hot Tips to ENGAGE!

1. Clarify Expectations
2. Find Their "Hot" & "Pride" Buttons
3. Talk With Them, not At Them
4. ASK more than you Tell
5. Practice Random Deposits
6. Individualize Motivation & Appreciation

REWARD: Provide Recognition

- "You really made a difference by..."
- "I'm impressed with..."
- "You got my attention with..."
- "You're doing top quality work on..."
- "You're right on the mark with..."
- "One of the things I enjoy most about you is..."
- "You can be proud of yourself for..."
- "We couldn't have done it without your..."
- "What an effective way to..."
- "You've made my day because of..."

Your Leadership Style/Habits

- How do you motivate your staff?
- How do you keep your crews meaningfully informed?
- How do you maintain your team's focus on specific goals?
- How do you set, clarify, and hold your crew accountable to your expectations?
- How do you recognize successful work?

Powerful Communication Strategies

Notes & ACTION PLANNING:

Enjoy the Journey & Pass it On! Kelli V.

Lifelong Learners Welcome! Let's get started! ~Kelli V.