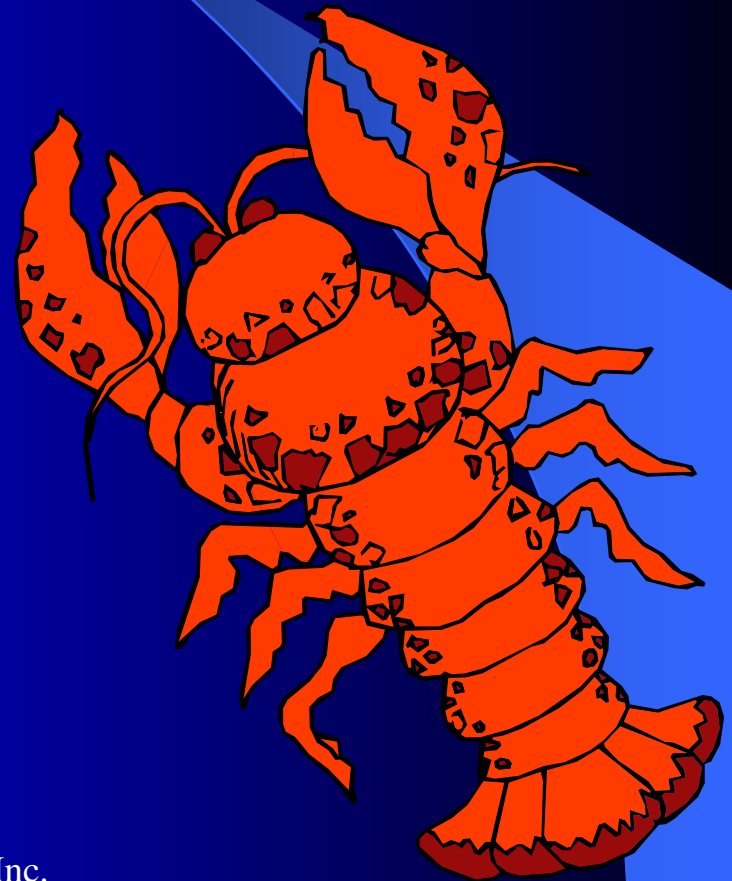


Welcome Communication Tips & Strategies

...Staying out of the 'lobster pot'



Key Learnings:

- Know self...know and adapt to others
- Strategies for dealing with varied constituents
- Tips to keep you out of the ‘lobster pot’

- Share with your partner one key thing you would like to do better in delivering effective messages verbally, through email or written.

“You Can Learn More About a Person in an Hour of Play Than in a Lifetime of Conversation.”

-Plato

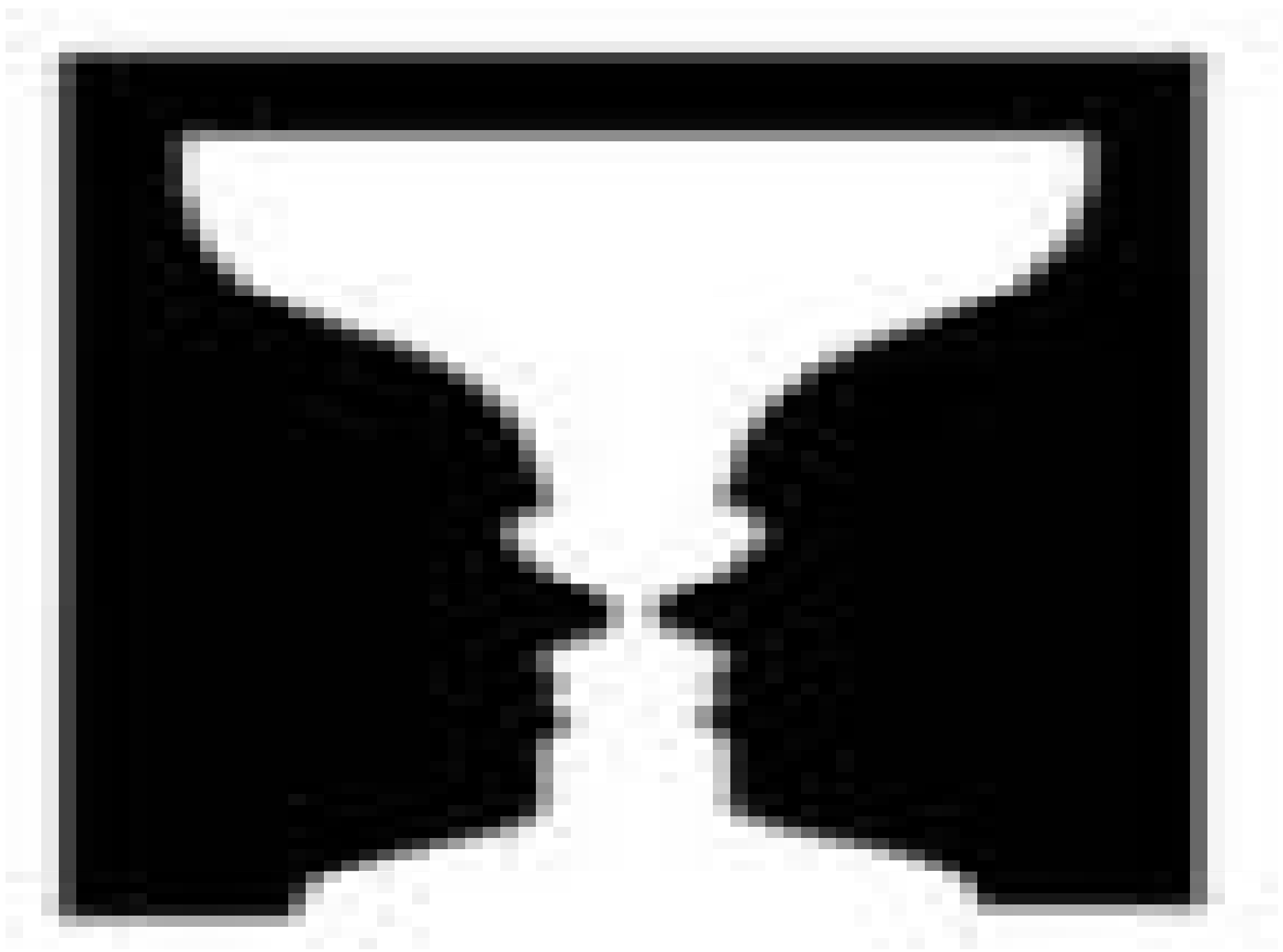


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Look at the chart and say the COLOUR not the word

YELLOW	BLUE	ORANGE
BLACK	RED	GREEN
PURPLE	YELLOW	RED
ORANGE	GREEN	BLACK
BLUE	RED	PURPLE
GREEN	BLUE	ORANGE

Left – Right Conflict

Your right brain tries to say the colour but your left brain insists on reading the word

*We see the
world
through our
own eyes.*

*We each see
the world
differently!!*



*“In Order to Understand Our
Relationships With Other
People, We Must First
Understand Ourselves.”*

-Bill Bonnstetter

**Human performance is directly
proportional to endorsement.**

Endorsement Equals:

- Influence
- Credibility
- Acceptance

Elements Impacting Endorsement



Steps To Greater Endorsement

- Know yourself
- Control yourself
- Know others
- Appeal to others' basic needs

A photograph of a man and a woman in business attire. The man, on the left, is wearing a dark suit and a patterned tie, leaning over a laptop. The woman, on the right, is wearing a light-colored top and is smiling while looking at the laptop screen. The background is a dark, wood-paneled wall.

*People who understand people
are in great demand.*

According to research your
observation of people and
identification of their behaviour
style is 82% accurate.



Open Your Behavioural Eyes



- Tone of voice =
- Pace of speech and action – N/A
- Words and content =
- Body language =

Open Your Behavioural Eyes

- Tone of voice – 38%
- Pace of speech and action – N/A
- Words and content – 7%
- **Body language – 55%**



Ask yourself...

What would success look like?!

*“Patience is the ability to
keep your motor running
when you feel like
stopping your gears”*



COURAGE

Courage Is What It Takes To Stand Up
And Speak; Courage Is Also What
It Takes To Sit Down And Listen.

• *Author: Winston S. Churchill* •

*“Show others how much
you care and they will
care about how
much you know.”*

**Questions
+ Listening
+ Common Sense
+ Persistence**

= Understanding

...Hearing is a passive process
...Listening requires effort

- Verbal cues to active listening

- Questions
- Action words
- Laughter
- Paraphrasing
- Restating

- Non verbal cues to active listening

- Head movement
- Eyes
- Grunting
- Hand responses

BENEFITS OF HIGH PERFORMANCE LISTENING

- **Better relationships - respect & loyalty**
- **Enhanced performance**
- **Reduced stress & increased peace**

“Curbing foul language can lead to a more civil, efficient business environment.”

-James O'Connor
Globe & Mail

Key Things to Avoid that Contribute to 'BULLYING' in the Workplace

- Talking about someone behind his or her back.
- Interrupting others when they are speaking or working
- Flaunting status or authority; acting in a condescending manner
- Belittling someone's opinion to others
- Giving others the silent treatment
- Insults, yelling and shouting
- Verbal forms of sexual harassment
- Staring, dirty looks or other negative eye contact.

Actions That Can Trigger Negative Responses:

- **Tangential:** Moves focus of conversation from speaker to listener's own experience
- **Interrogator:** Keeps focus on speaker, but listener guides conversation
- **Advice Giving:** Helping speaker to come up with solution

Actions → Negative Responses:

- **Withdrawing:** Tuning out or ignoring what the other person has said; not encouraging additional dialogue; offering no verbal cues to continue
- **Opinions:** Offering evaluations or judgments before sender has finished ...*I do/don't agree with that... You should have done it this way...*
- **Critiquing:** Explaining or dissecting the message ...*What you meant to say*

“The best way to be successful is to follow the advice you give to others”



“Communicate in a way that builds bonds of ...mutual trust, confidence, respect and understanding.”

Get out of your shoes and
into the other person's shoes



- Practice these skills/strategies
- Lead by example
- Take responsibility for your communication with others
- ...Relationships with others will take care of themselves

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