PRIMA'S 2016 RISK MANAGEMENT

WEBINAR SERIES

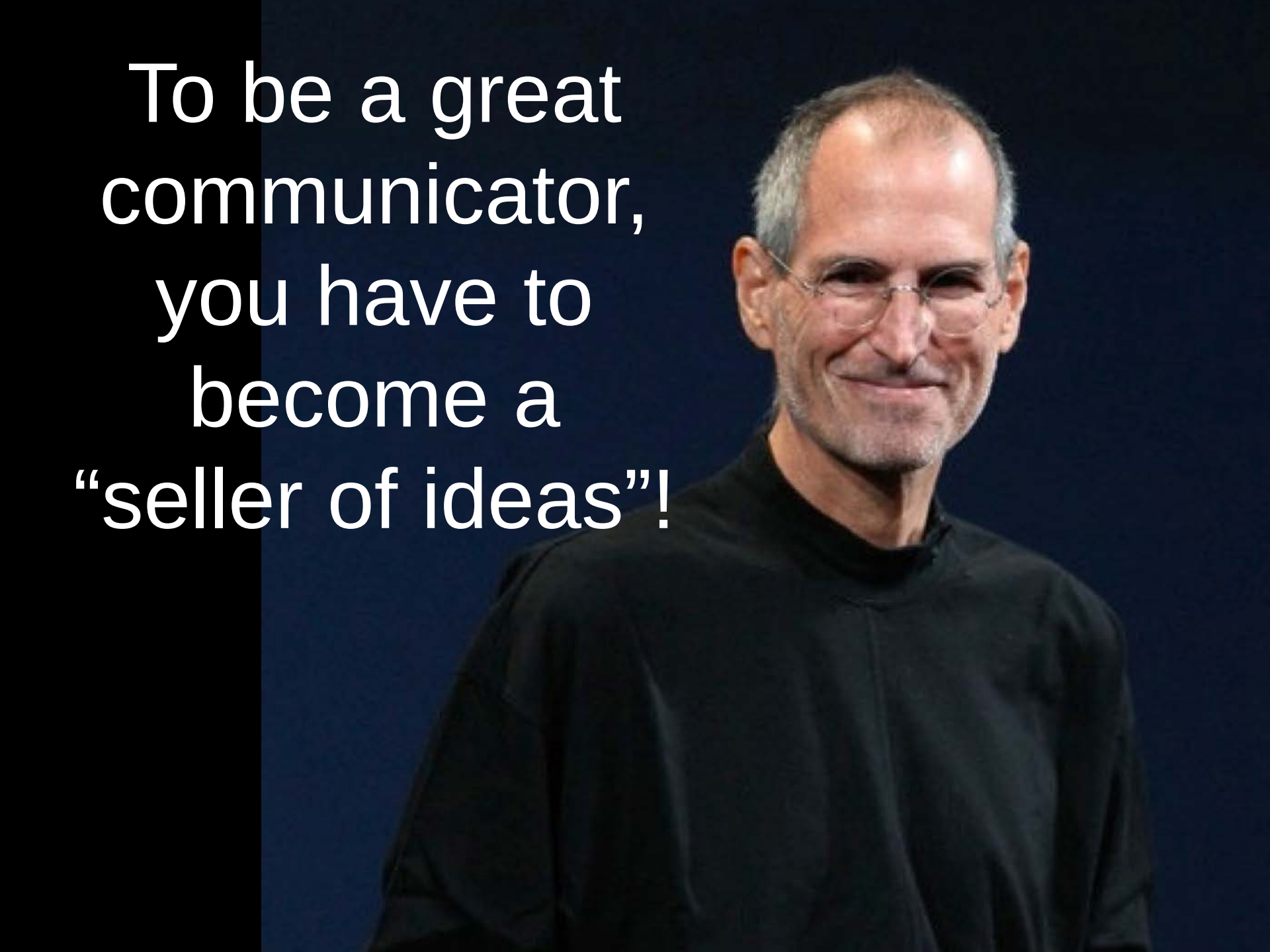


What I Really Meant to Say

Mastering the Art of Communication

www.e3professionaltrainers.com

To be a great communicator, you have to become a “seller of ideas”!



Who is your Audience?



What do you **need** them to know?





What do you want them to DO or DO DIFFERENTLY?




What is their reward
or consequence?
(Why does your message matter to them?)



How can you improve your listening skills?

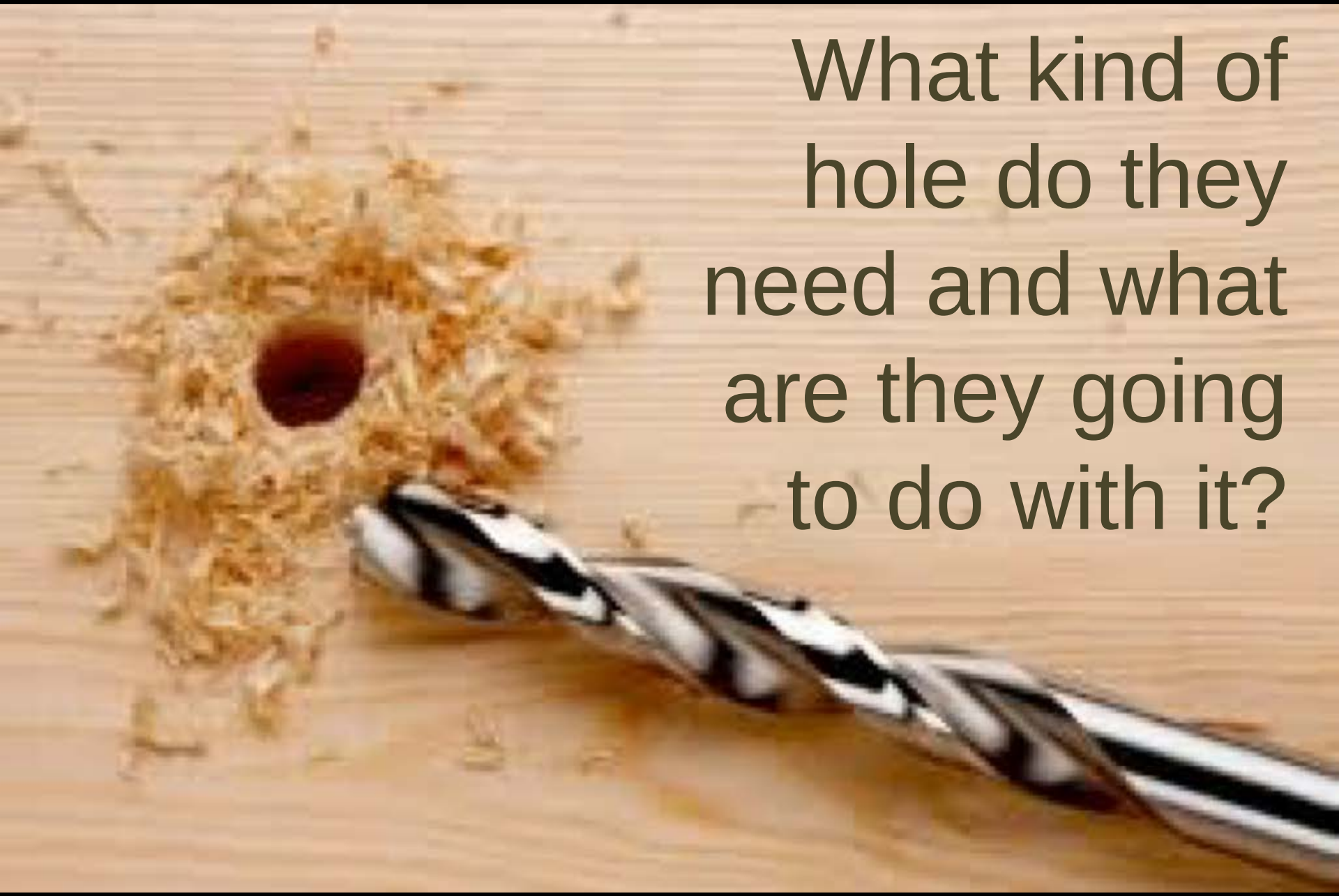
Listening is not waiting your turn to talk!



Become GREAT at asking



GREAT questions!


What kind of hole do they need and what are they going to do with it?

How can you improve your listening skills?

Ask a great question and wait for them to answer.

Listen for clues, answers, needs, and/or ideas...not just words.

Interpret what they said for what they meant.

- What are they not saying?
- What do you not know to ask?

Apply the information you got from their answer to formulate your response.

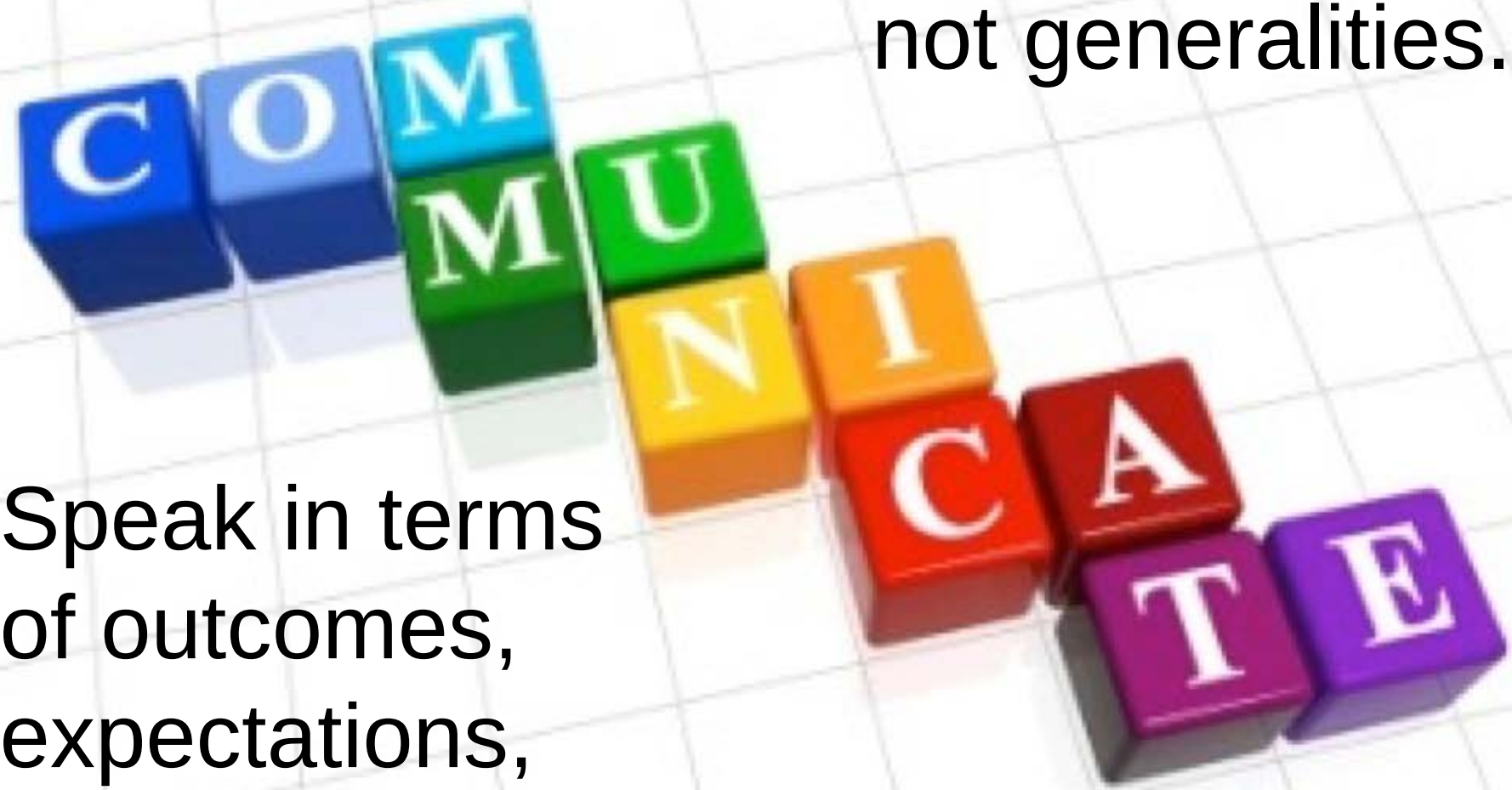
- What could you tell them that would clarify?

Reply in light of what they said and their perspective.

A LIAR

What do you need to work on?

Talk in specifics,
not generalities.



Speak in terms
of outcomes,
expectations,
and results,
as opposed to methodology.

Communicate in terms that they can relate to or visualize.





Use Constructive Phrasing!



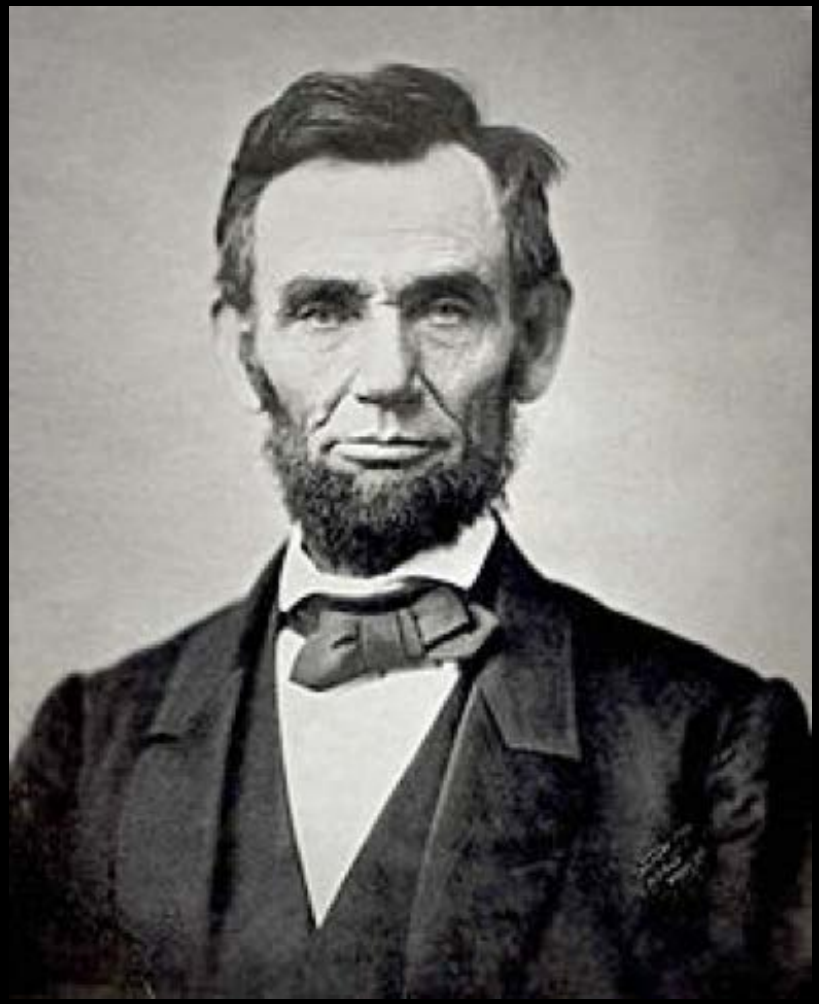
Take responsibility for miscommunication!


Repetition can aid memory, but it can also cause disengagement.
EXIT

Being memorable is more important than being eloquent!



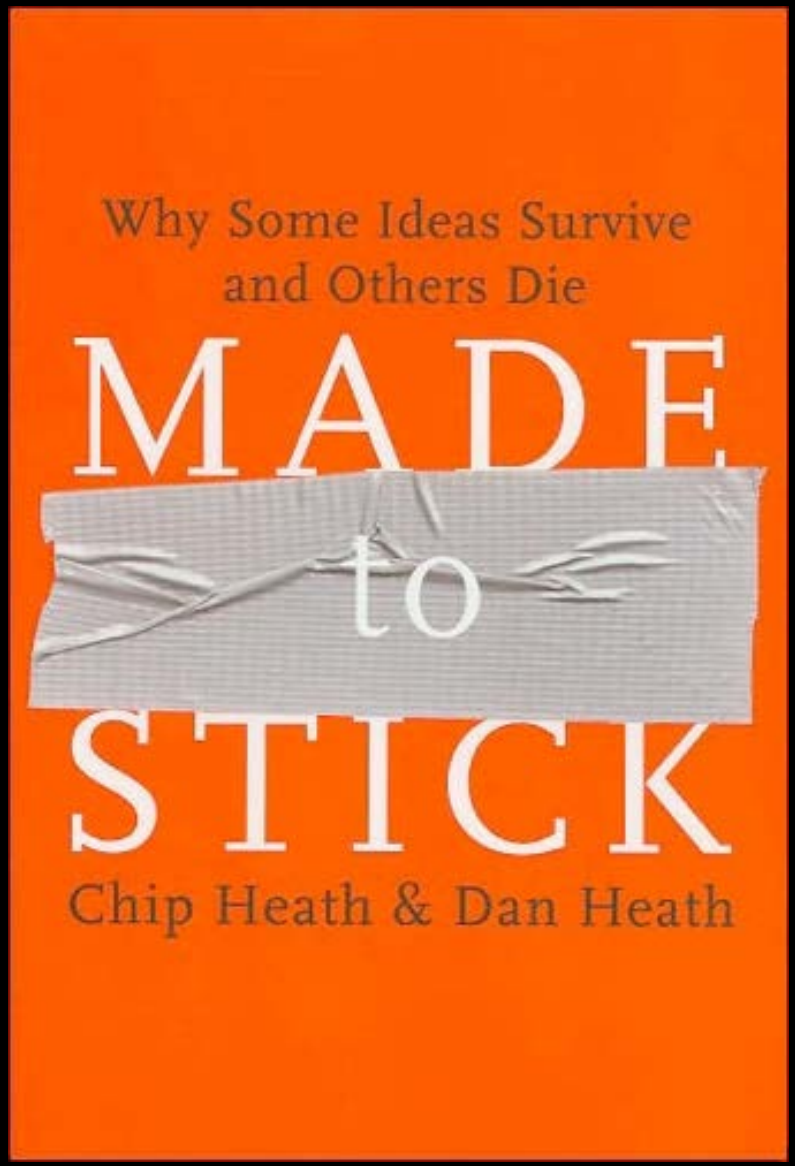
Edward Everett



Abraham Lincoln

How to make your ideas “stick”!

- Simple
- Unexpected
- Concrete
- Credible
- Emotional
- Stories





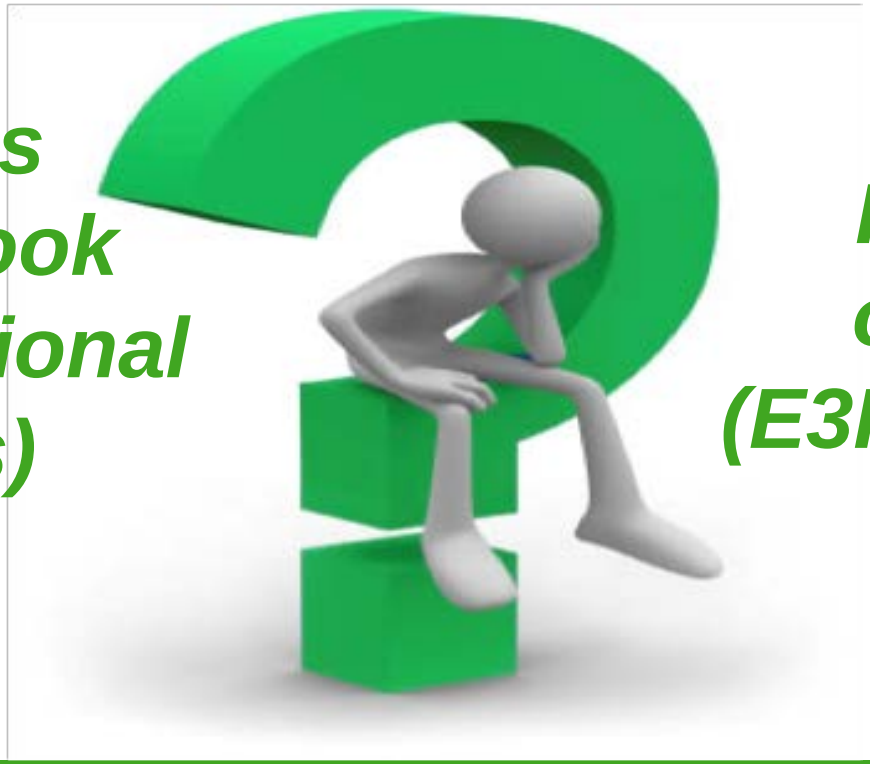
Do not worry if others do not understand you.

Instead, worry if you do not understand others.

Confucius

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If a leader can’t get a message across clearly and motivate others to act on it,





then having the message doesn’t even matter.

Gilbert Amelio

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