PRIMA 2020 WEBINAR

IT'S NOT JUST WHAT YOU SAY…



IT'S HOW YOU SAY IT!

THE ESSENTIAL ELEMENTS OF EFFECTIVE COMMUNICATION

PRESENTED BY: RANDY ANDERSON

E3PROFESSIONALTRAINERS.COM

What are the necessary components to achieve effective communication?



What are the necessary components to achieve effective communication?

A message being sent.



What are the necessary components to achieve effective communication?

A message being sent.



That message being received.

What are the necessary components to achieve effective communication?

A message being sent.



That message being received.

The message being UNDERSTOOD.

What are some things that can lead to ineffective communication?



What are some things that can lead to ineffective communication?



An unclear message

What are some things that can lead to ineffective communication?



Poor Reception

What are some things that can lead to ineffective communication?



Lack of comprehension on the part of the receiver

What are some things that can lead to ineffective communication?



Outside Interference

What can you do to increase communication effectiveness?



What can you do to increase communication effectiveness?

Clarify the message



What can you do to increase communication effectiveness?

Poor Reception or Outside Interference



What can you do to increase communication effectiveness?

Poor Reception or Outside Interference

What are the contributors?



What can you do to increase communication effectiveness?

Poor Reception or Outside Interference

What are the contributors?

Would a different time, place, or presentation make a difference?



What can you do to increase communication effectiveness?

Lack of comprehension



What can you do to increase communication effectiveness?

Lack of comprehension

Make your message easier to understand

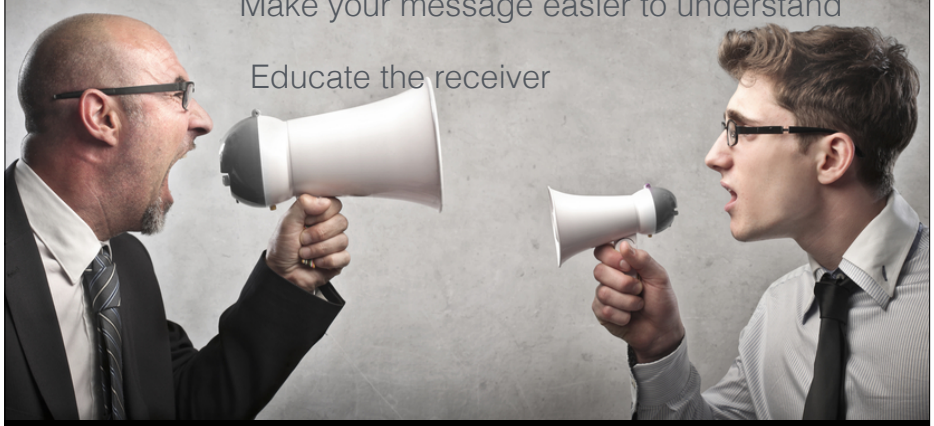


What can you do to increase communication effectiveness?

Lack of comprehension

Make your message easier to understand

Educate the receiver



Three Types of Communication We'll Discuss

Three Types of Communication We'll Discuss





Physical Contact



Proximity and Geography



Eye Contact



Visual Aids



Read THEIR Body Language



Make sure YOUR body language is

consistent with
your **message**



Try to control outside interruptions







Raise Your Energy Level



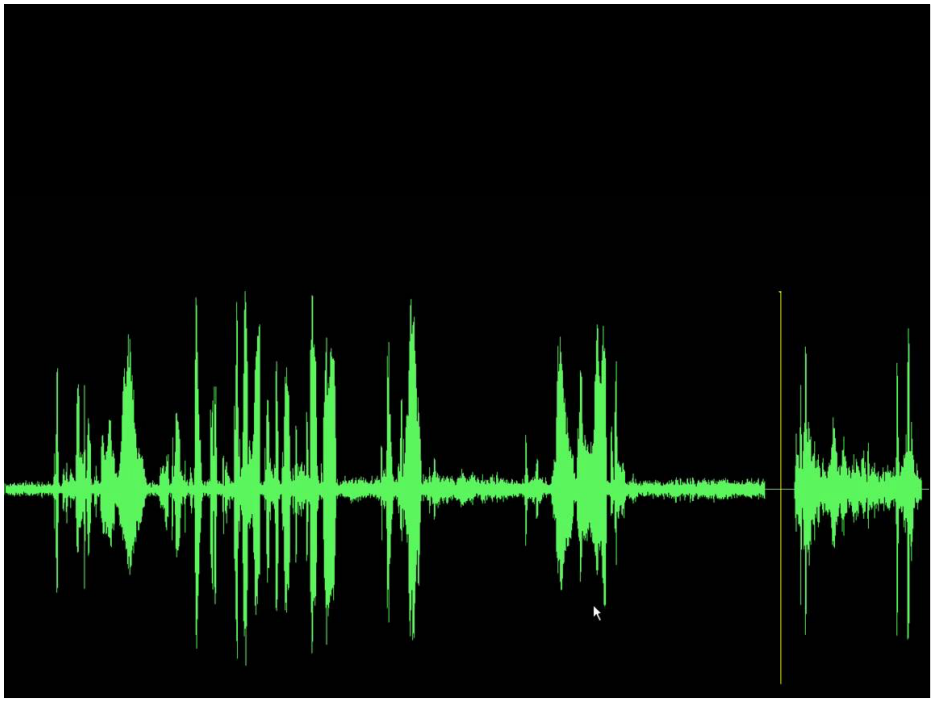




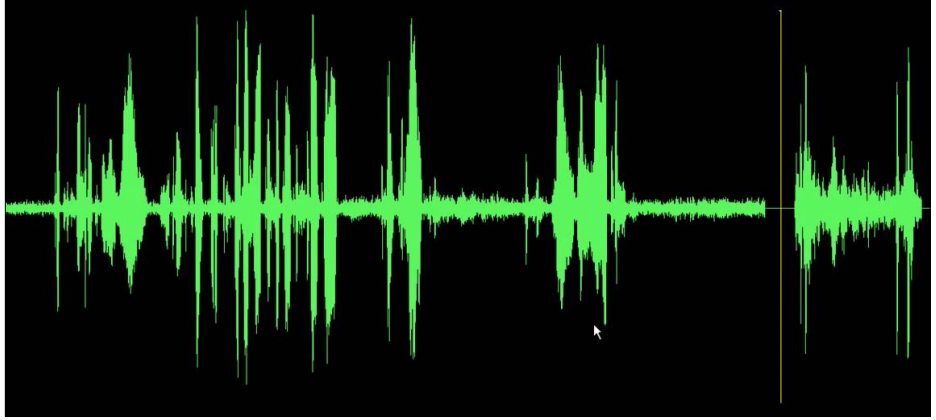
Remember that you don't have eye contact and body language working for you.







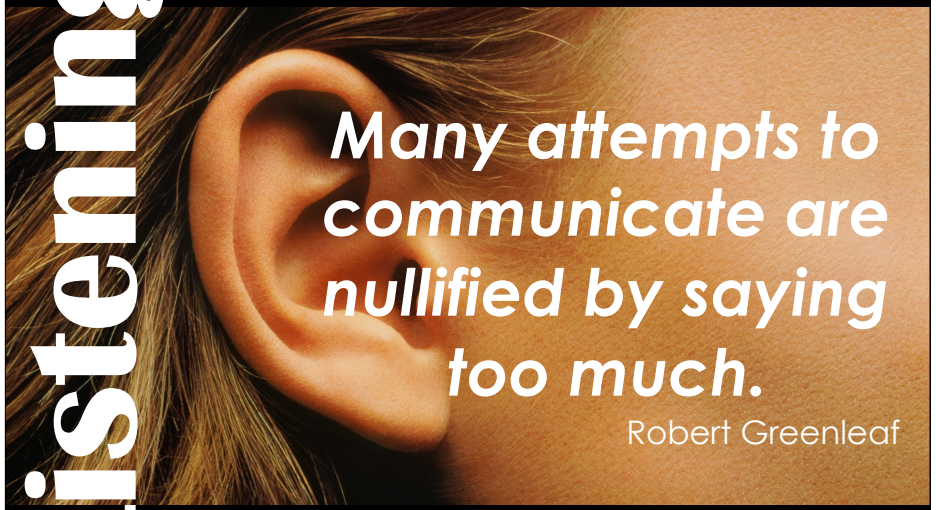
Listen closely to their voice inflections, speech pattern, and even background noise.



Listening



Listening



Many attempts to communicate are nullified by saying too much.

Robert Greenleaf

The most important thing in communication is



Peter Drucker

to hear what isn't being said.







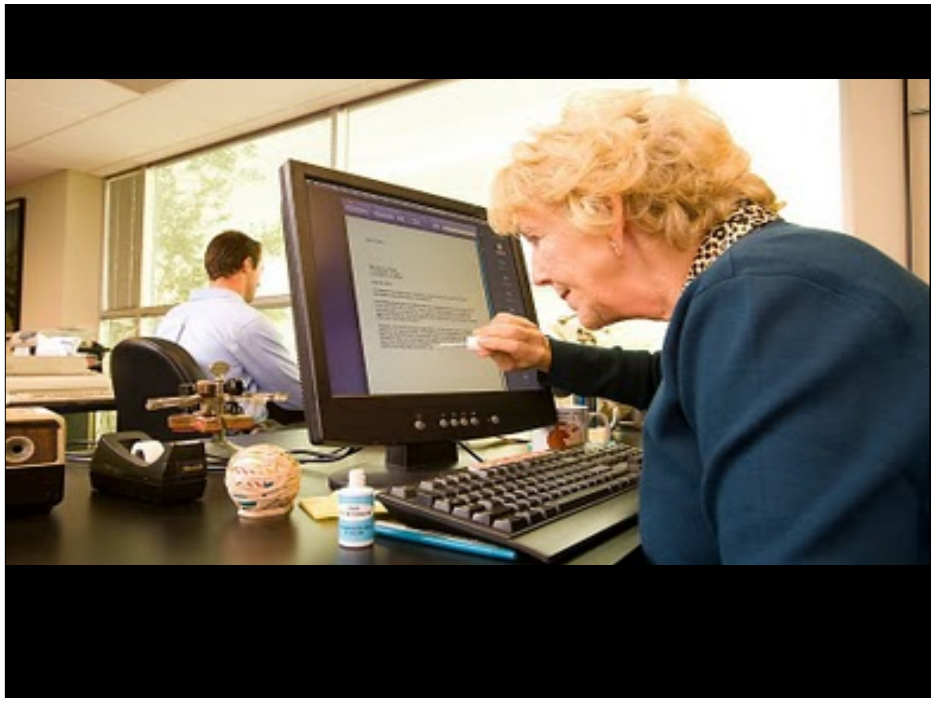
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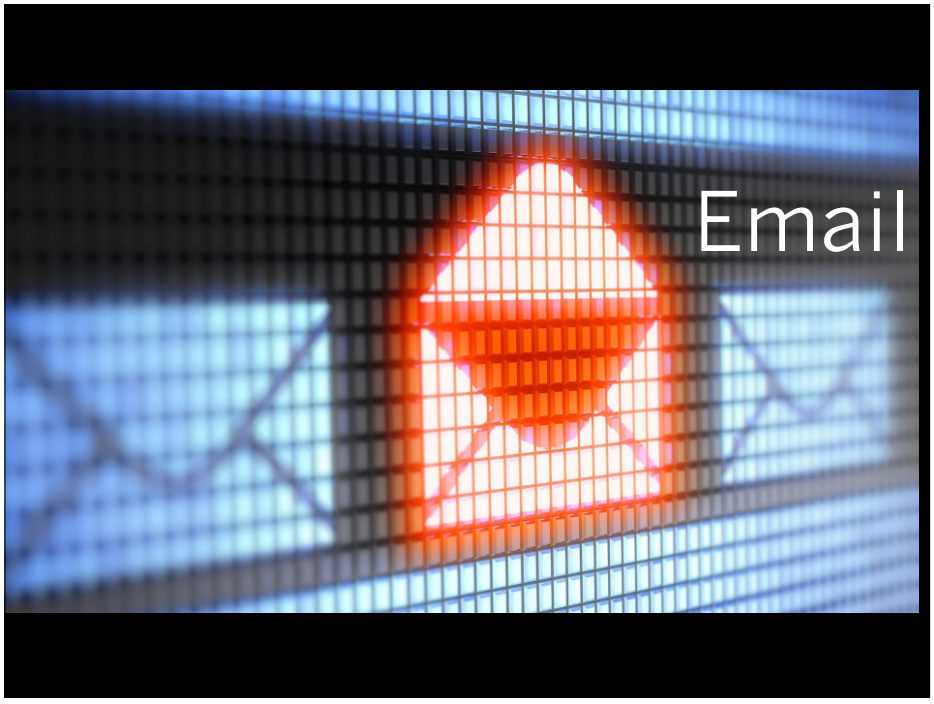
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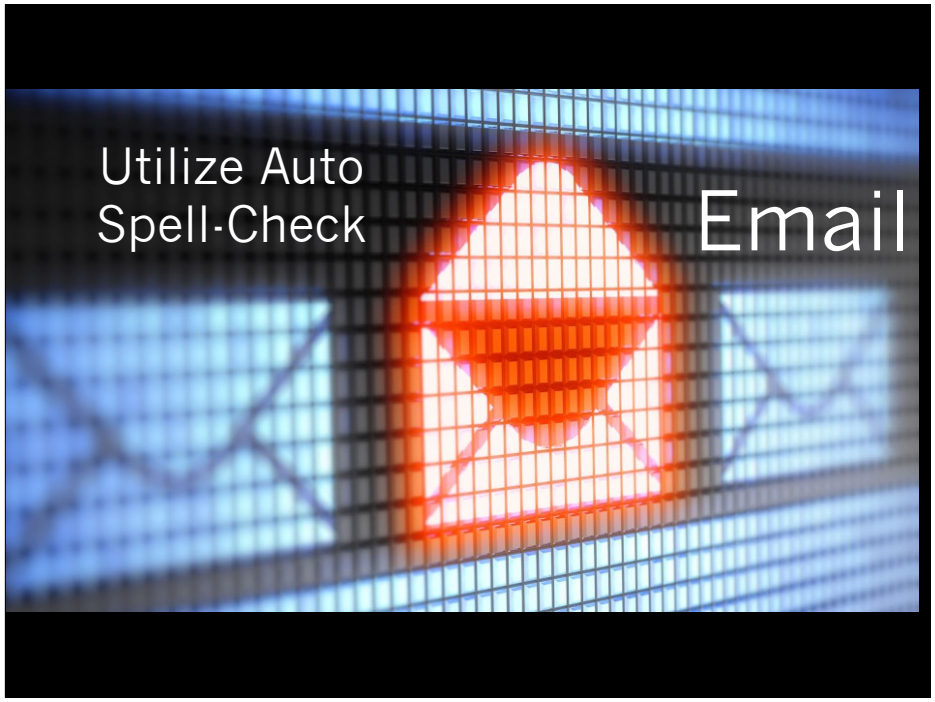
Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe. Amzanig, huh? Yaeh, and I awlyas tghuhot slpeling was ipmorantt!




Maak shure it iz misstaque frea!


Maak shure it iz misstaque frea!
Read through it to make sure it is cohesive and understandable.

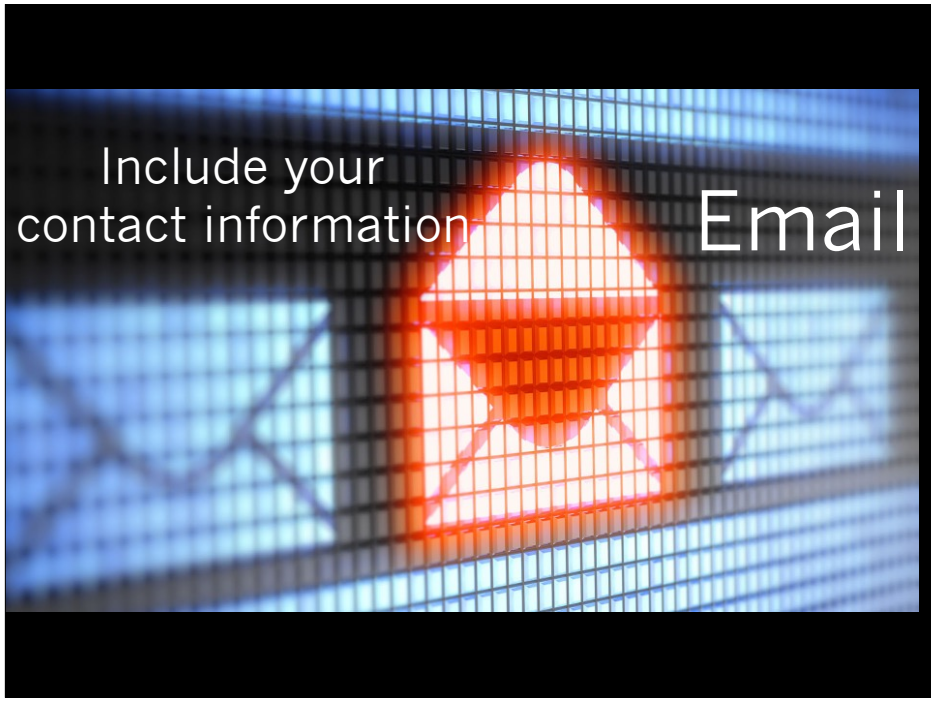

Email


Utilize Auto
Spell-Check
Email

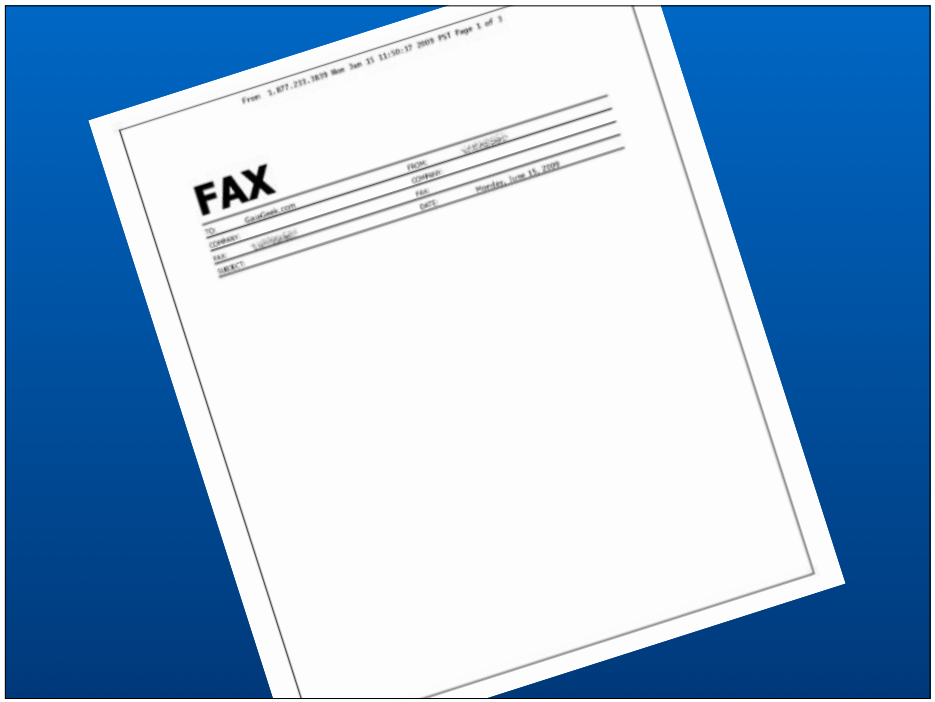

Include a “subject”
on every email.
Email

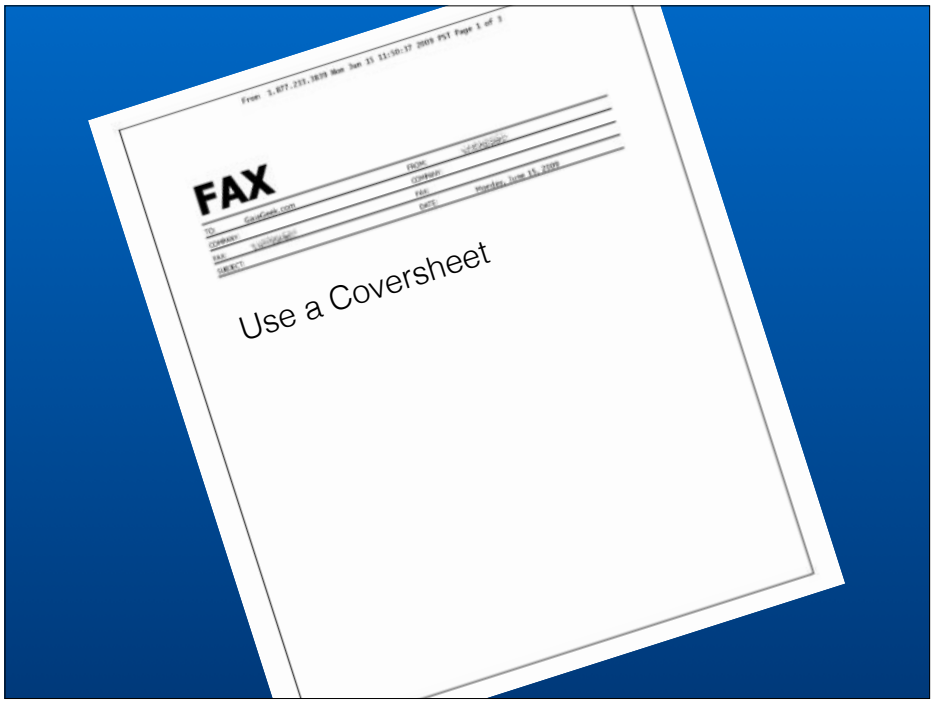

Make it easy for
them to read.
Email


Remember
unwritten email
etiquette
Email


Include your
contact information
Email


Maximize your
e-signature
Email


FAX


FAX
Use a Coversheet

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Use a Coversheet

Write Legibly

FAX

Use a Coversheet

Write Legibly

Be Thorough on the Coversheet

FAX

Use a Coversheet

Write Legibly

Be Thorough on the Coversheet

Use the coversheet as an "information vehicle" … keep it fresh.




Mail
Neatness and Professionalism


Mail
Neatness and Professionalism
Spell Check and Grammar Check


Mail
Neatness and Professionalism
Spell Check and Grammar Check
You may want to have someone else proofread it.


-Question-



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Randy Anderson works with individuals, teams, and entire organizations to help people increase their productivity, help the organizations they work for increase profitability, and to help them find greater fulfillment in their job and in their personal life.

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