

Communication Success!!!

Up, Down, Across, Inside & Out

It takes . . .

**Competence, Confidence,
Composure, Commitment
&
Respect**

Martha N. Bryan, Presenter

425-337-1838

marthabryan@bryanandbryanassoc.com

Successful Communicators

People Who Have It

People Who Don't

*It is false to assume that if one can talk
one can communicate."*

*~ Reuel Howe
Theologian & Educator*

Success Traits . . . They Show

People Who Have Confidence, Composure & Credibility

Believe in themselves and what they do.

Accept responsibility for their actions.

Are balanced in their attitude and outlook.

Have flexibility towards people and situations.

Have positive self-talk that is supporting and caring.

Aren't governed by should's, must's, and ought to's.

Learn from mistakes and see these experiences as helpful.

Are able to evaluate themselves realistically.

Dr. Brian Roet, Author
The Confidence to be Yourself

(continued)

Success Traits . . . They Show

People Who Have Confidence, Composure & Credibility (continued)

Can be assertive without being aggressive.

Don't trample on the feelings of others.

Speak calmly at a suitable rate.

Are 'straight' with their opinions and discussions.

Have nothing to hide about their personal beliefs.

Have body language that conveys the self-confidence that they feel.

Don't need to be critical and judgmental to boost their ego.

Are good listeners and not overly concerned about what others think of them.

Success Traits . . . They Show

People Who Have Confidence, Composure & Credibility (continued)

Accept themselves for who they are.

Say 'why not?'

See life as a series of challenges.

See themselves as a powerful force.

Accept change as a normal part of life.

Make eye contact when speaking or listening to others.

Call dealing with people 'negotiation', not arguing or fighting.

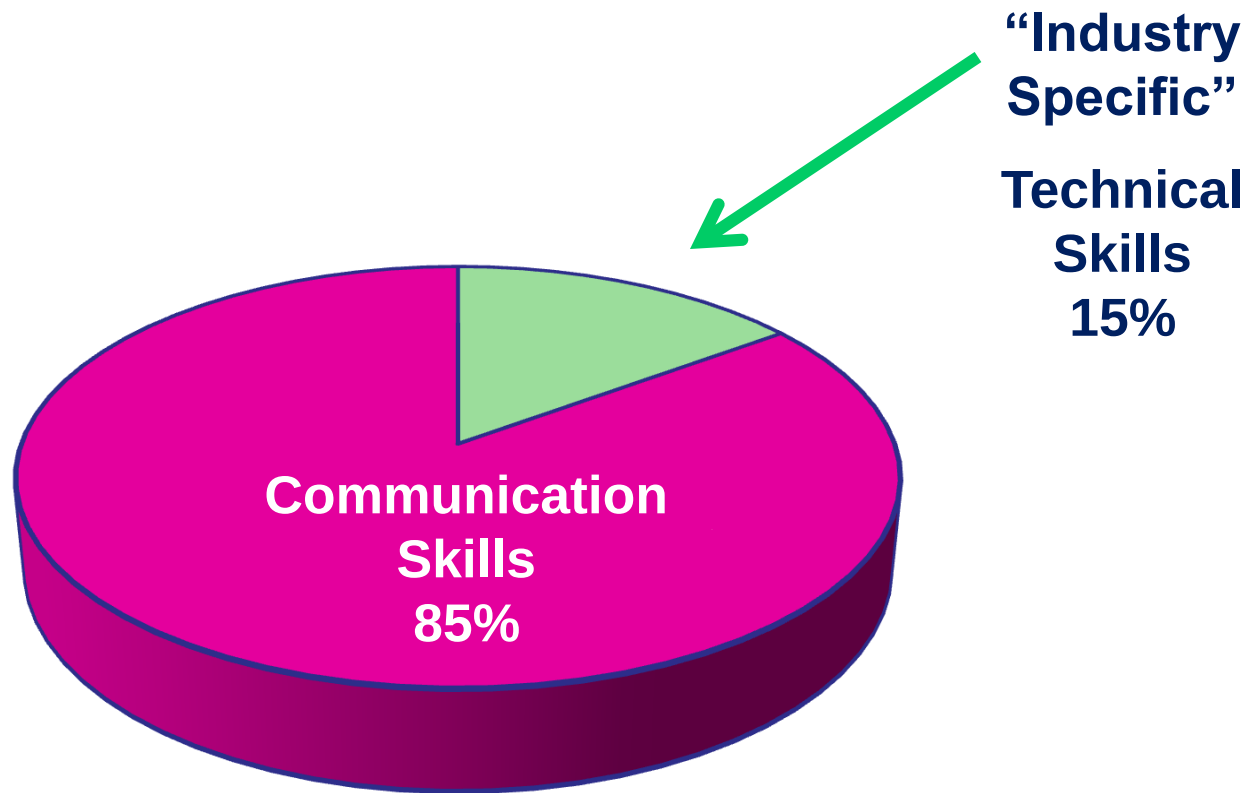
Believe they have the ability to influence situations.



Personal
Power

Dr. Brian Roet's, Author
The Confidence to be Yourself

Communication Success . . .



Confident Communicators . . . Here Are The Signs

- Credible – Easy to persuade when you are trusted.
 - Intelligent -- People relate to intelligent speakers more quickly.
 - Strategic Thinker - Understands audience and can adapt quickly.
 - Passion -- Is an asset to persuasion.
 - Information – Sensitive to issues, challenges.
 - Facts – Has prepared, information well documented.
 - Control -- Calmness is inviting.
 - Connection -- Can find common ground with audience.
 - Understanding – Knows what turns an audience on and off.
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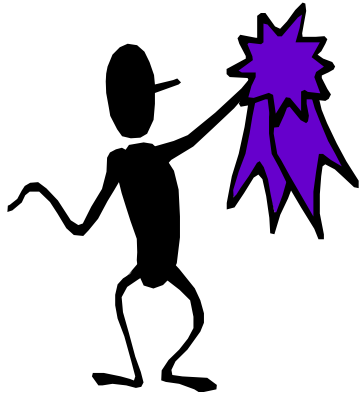
Likeable People



- Smiles easily and often.
 - Good sense of humor, fun, and can laugh at themselves.
 - Are themselves – authentic.
 - Compliment easily and often.
 - Understands common sense etiquette and how to use it.
 - Are self – confident.
 - Engages you in conversation about yourself quickly.
 - Knows their limitations and that they do not have all the answers.
 - Are approachable and touchable.
-

Facts to Understanding Others

❖ We are all egotists.



❖ We are all self-centered.

❖ We all want to succeed.

❖ We all crave appreciation of others.

The Basic Needs of All People

The Three A's



Communication Rules

They Are Simple

1. Golden Rule . . .
2. Platinum Rule . . .

***“We have committed the golden rule to memory.
Now let us commit it to practice.”***

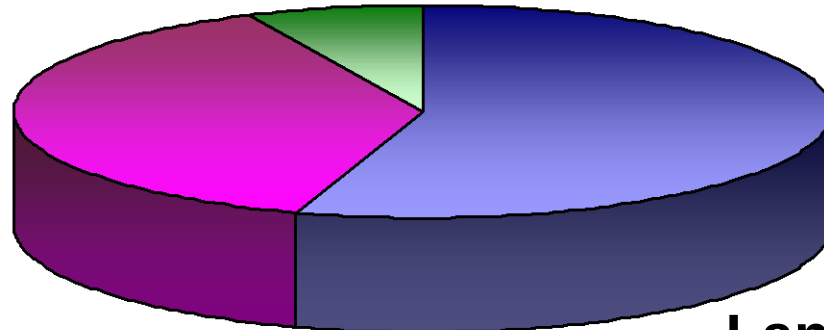
Communication Impact

IN PERSON ...

Tone 38 %

Words 7 %

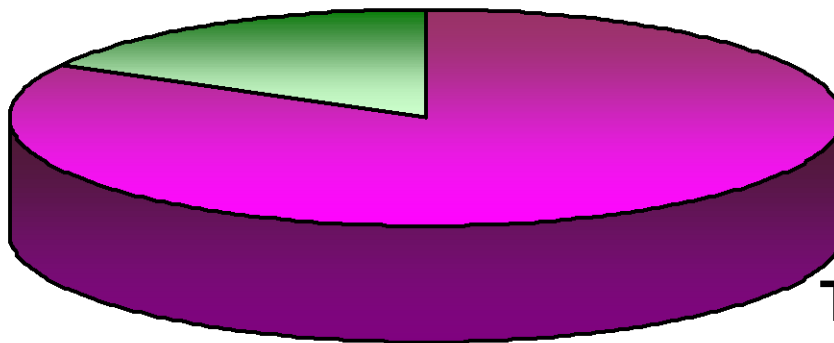
**Body
Language
55 %**



Words 17 %

ON THE PHONE ...

Tone 83 %





Words

**Moving Forward
Versus
Holding Back**



Body Language

**Posture
Face
Gestures
Space
Touch
Dress
Attitude**



Voice Tone

**Pace
Pitch
Volume**

**To Communicate Successfully . . .
It Helps To Understand What Interests People.**



Listening

* * * * *

When It Is Done Right
&
When It Is Not

**“People may not remember who you are
or what you did, but they will always
remember how you made them feel.”**

~ Maya Angelou

Communication Guidelines . . . The Basics

- Build self - esteem
 - Build breadth and depth of knowledge.
 - Live a pattern of cooperation.
 - Build an "emotional bank account" with others.
 - Understand interaction styles -- adjust your style as needed.
 - Use the platinum rule.
 - Mirror! Mirror! Mirror! -- reflect what you see and hear.
 - Listen! Listen! Listen!
 - Practice the skill of artful vagueness.
 - Protect the other person's ego by looking for the good.
 - Seek first to understand others point of view before trying to persuade others to your way of thinking.
 - Stop value judging others.
 - Understand the other person's motivation.
-

Communication Guidelines . . . The Basics

- Understand that what is right to the other person is right as he / she sees the situation.
 - Develop an appreciation that no one's full meaning can be understood by word alone.
 - Think before you speak.
 - Question your listener to check for understanding.
 - Resolve disagreements quickly.
 - Say it once.
 - When you are wrong, admit it.
 - Let the other person save face.
 - Argue the other side first.
 - Clear up misunderstandings before they become serious problems.
 - Watch your attitude!
 - Read your audience.
 - Weigh carefully how your words, tone of voice and body movements are impressing your audience.
-

Active Listening Guidelines

1. Prepare yourself to listen.
 2. Create a positive listening environment.
 3. Fight off distractions.
 4. Be sensitive to your "hot spots."
 5. Maintain eye contact.
 6. Use body language to reinforce listener.
 7. Remain open and neutral.
 8. Don't interrupt -- hear the complete story.
 9. Don't trust important facts to memory.
 10. Listen selectively.
-

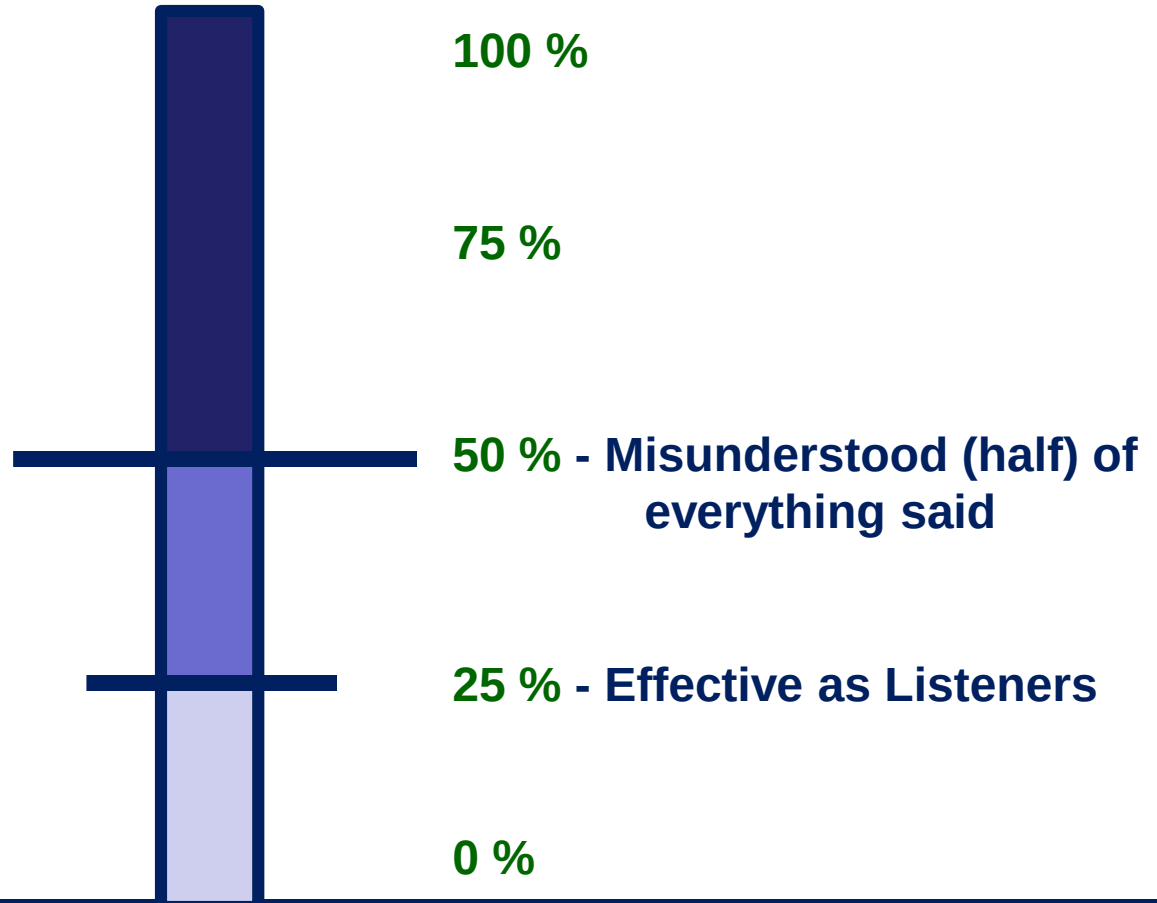
Active Listening Guidelines

11. Pause before responding.
12. Ask questions.
13. Eliminate value judging.
14. Recognize emotions.
15. Empathize with the speaker.
16. Restate main point.
17. Use speaker's words to get own point across.
18. Stick to speaker's subject.
19. Ask speaker, "what is your suggestion?"
20. Get agreement.

“Nothing is quite so annoying as to have someone go right on talking when you’re interrupting.”

Communication Effectiveness

At Most . . . **50%**



Communication

Doing It Right ! ! !

If You Want Customers And People You Work With To Be Your Raving Fan, Then They Will Need To Feel SPECIAL When They Leave That Telephone Call Or Your Office.

Interacting with Superiors

- Be prepared. Summarize the data.
 - Keep your appeals brief.
 - Offer help without being asked for it.
 - Stick to the facts -- no weasel language.
 - Don't tell tales about your boss out of school.
 - Listen to what the boss talks about.
 - Don't take every thing personally.
 - Don't pass the buck - when in doubt, assume personal responsibility.
 - In tough times, take the blame and move on.
 - Don't make the boss nervous.
 - Summarize, take notes, and send the boss a copy.
 - When the conversation ends, make sure the boss feels s/he is still in charge.
-

Interacting with Peers

- Ask peers for their opinion “What do you think?”
- Rephrase and restate what they said
- Recognize the good in them and their work.
- Be sensitive to their workload.
- Seek first to understand before attempting to be understood.
- Don’t tell tales out of school, and don’t spread rumors about them.
- Don’t order people around.
- Don’t cut them off.
- When referring to their work, stay away from “holding back” words.
- Tactfully sidestep conflict by looking for the positive objectives that motivate your colleague.
- Deal with a brewing feud quickly - nip it in the bud.
- Before giving them “a piece of your mind,” take a break.



Interacting with Employees

- Use the person's first name repeatedly during an exchange.
 - Let the employee deliver the message that is on their mind
 - Let them blow off steam - let them get it out.
 - Offer sympathy for their situation.
 - Ignore aggressively challenging questions - stick to the task.
 - Don't forget to praise.
 - Give validation when appropriate.
 - Recognize when an employee is fishing for a compliment.
 - When possible bring the employee in on decisions affecting them.
 - Look for the valid point before responding to obstacles the employee brings to you.
 - Ask for their advice.
 - Treat employees as if they are superstars - be impressed.
-

Using Emotional Intelligence To Successfully Communicate With Others

Intellectual intelligence (IQ) isn't enough on its own to be successful in life. Your IQ can help you get into college, but it's your Emotional Intelligence (EQ) that will help you manage the stress and emotions of life's challenges.

Emotional Intelligence

... is the ability to recognize and manage one's own emotions to motivate oneself and restrain impulses.

Emotional Maturity

... is the ability to use your emotions in a positive and constructive way in relationships with others.

Behaviors Of People With . . .

**High
Emotional Intelligence**

Extra

**Low
Emotional Intelligence**

If You Are LOW In Emotional Intelligence . . .

- You get stressed easily.
- You have difficulty asserting yourself.
- You have a limited emotional vocabulary.
- You make assumptions quickly and defend them vehemently.
- You hold grudges.
- You don't let go of mistakes.
- You often feel misunderstood.
- You don't know your triggers.
- You don't get angry or you get overly angry.
- You blame other people for how they make you feel.
- You're easily offended.

Extra

If You Are High In Emotional Intelligence . . .

- You're fascinated by what makes people tick.
- You're an enthusiastic leader who walks the walk.
- You're aware of your strengths and weaknesses.
- You're at peace with the past.
- You're not freaked out about the future.
- You're tuned in to the present moment.
- You're a skilled active listener.
- You're capable of figuring out why you're upset. (Continued)

Extra

Emotional Intelligence is the ability to monitor one's own and other's feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions."

~ Salovey & Mayer

If You Are High In Emotional Intelligence . . .

(continued)

- You're comfortable talking with friends and strangers.
- You're ethical in business and relationships.
- You're eager to help people.
- You're able to read people.
- You're firm in your desire to achieve.
- You're motivated for reasons inside of yourself.
- You're willing to say "no" when you need to.

Extra

"The most important fact that differentiates a person with high emotional intelligence is the time taken to calm down in a stressful situation."

~

Dr. Daniel Goleman

People With High Emotional Intelligence

Are Self-Motivated

Even during very frustrating circumstances, they can stay motivated.

Can Control Their Impulses

Can Delay Gratification

They see the big picture and don't have to have everything immediately.

Regulate Their Own Moods

They recognize emotions and use self-talk to keep emotions under control.

Handle Stress Well

They don't allow stress to overwhelm them and cloud their thinking.

Empathize With Others

They recognize emotions in others and give emotional support to them.

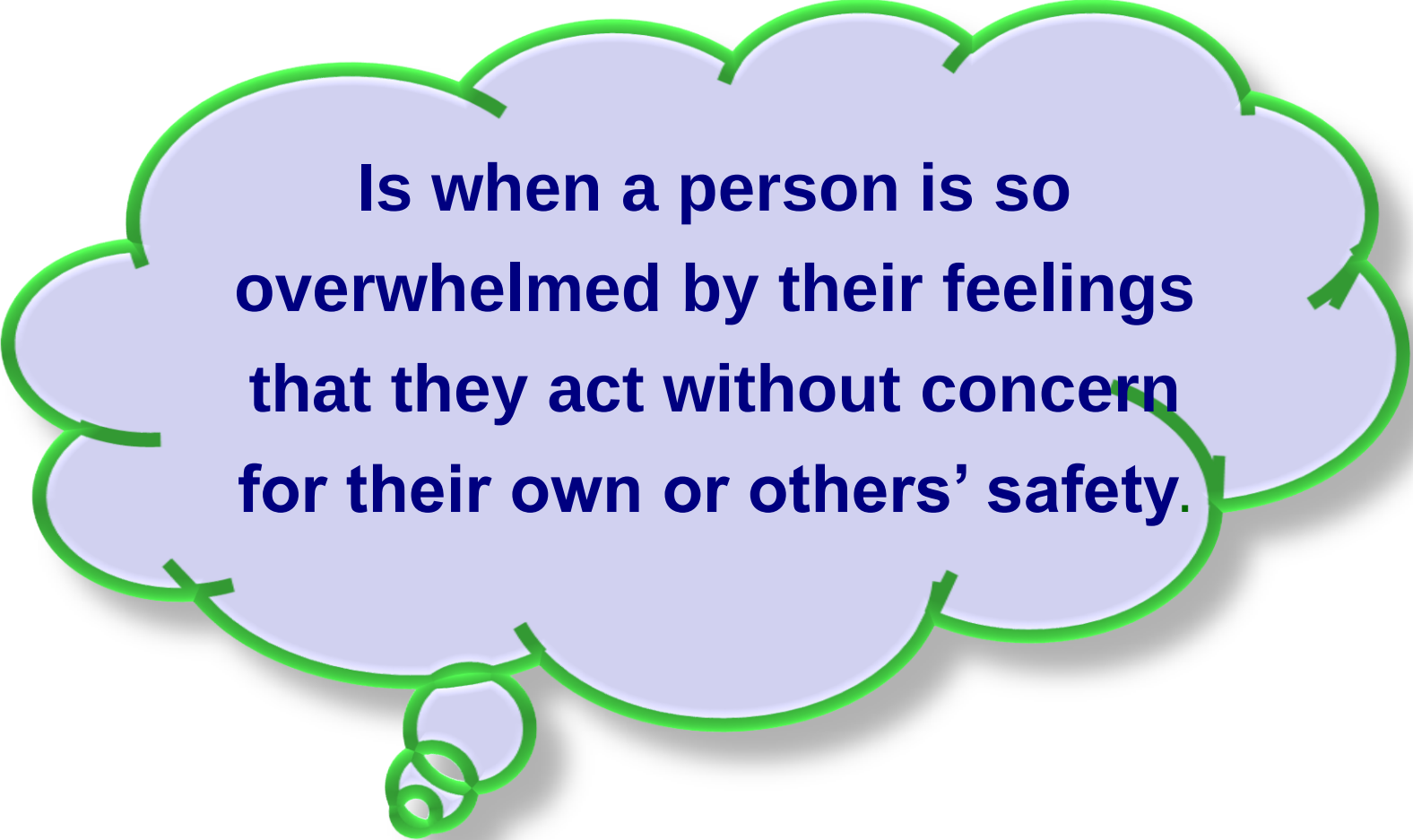
Handle Anger Well

Instead of flying off the handle, they think, then speak. They show control and wisdom, considering the other person's point of view before reacting.

Listen Carefully

They listen to the words, sense the emotions and watch the speaker's body language. They make the person feel that they are understood.

Emotional Hijacking . . .



Is when a person is so overwhelmed by their feelings that they act without concern for their own or others' safety.

Emotional Highjacking

What causes you to lose emotional control?

When you feel . . .

- someone has violated your values.
- that you have no choices or options.

When you are . . .

- in physical or emotional danger.
- treated unfairly.
- disappointed with yourself.

When something or someone gets in the way
of what you want to do.

Emotional Intelligence Skills

Self-Awareness

Social Skills

Optimism

Emotional Control

Flexibility Skills

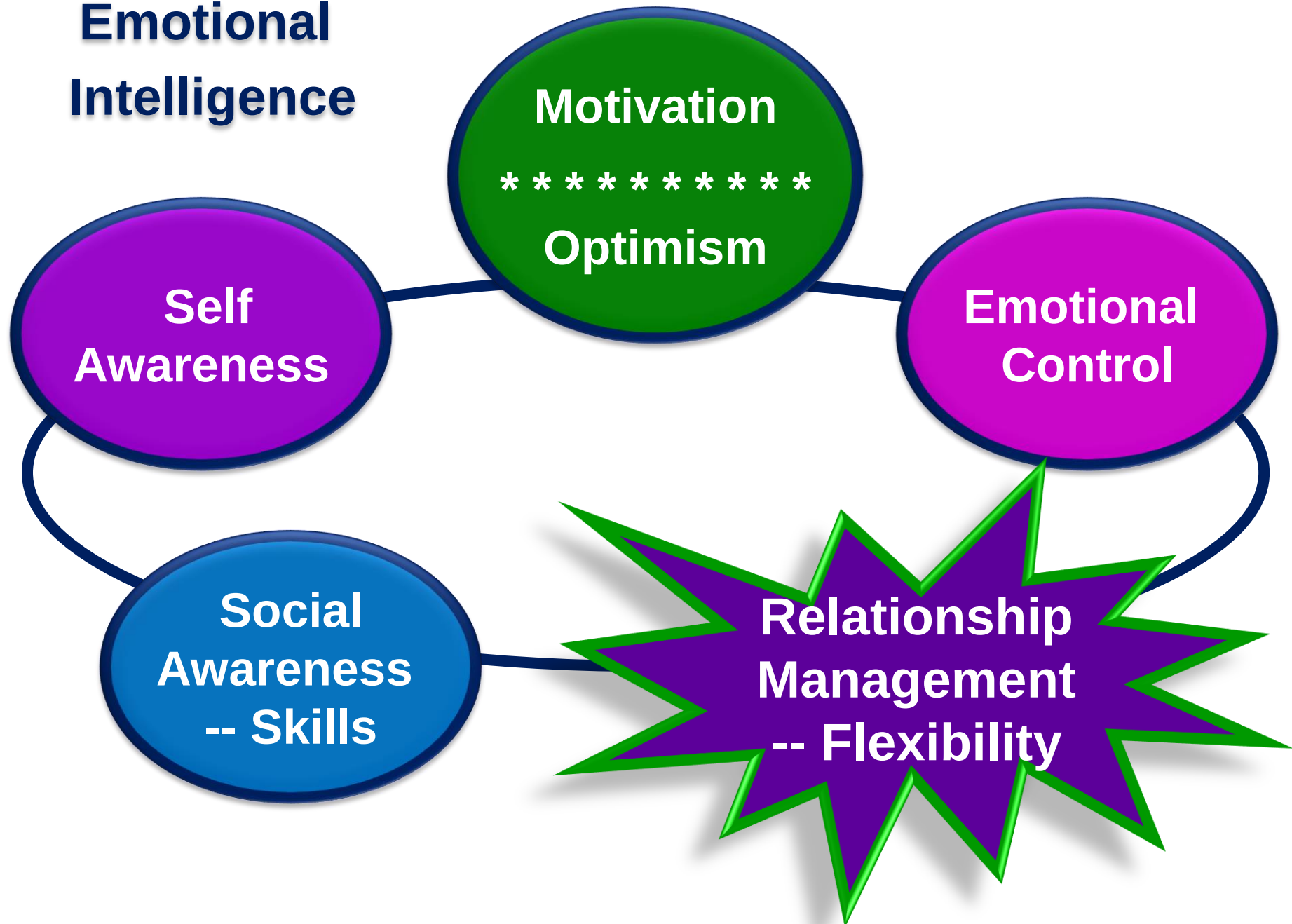
The Challenge

“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy.”

~

Aristotle

Emotional Intelligence



Emotional Intelligence Is . . .

- ✓ **Knowing your emotions.**
- ✓ **Managing your own emotions.**
- ✓ **Motivating yourself.**
- ✓ **Recognizing and understanding other people's emotions.**
- ✓ **Managing relationships (managing other people's emotions).**

~ **Daniel Goleman**

Two Aspects Of Intelligence

1. **Understanding yourself, your goals, intentions, responses, behaviors and all.**
2. **Understanding others and their feelings.**

To Be Successful . . .

requires the effective awareness, control, and management of one's own emotions, and those of other people.

Developing Your Emotional Intelligence

- Understand your emotional style. What do you do to avoid discomfort (i.e., anger, hostility, avoidance, sadness)?
 - Work with a mentor or personal coach to improve your emotional intelligence.
 - Use assessment tools to understand your strengths and vulnerabilities.
 - Identify the causes of feelings, thoughts and any distortions, and split second responses.
 - Differentiate between emotion and the need to take action.
 - Acquire the skills of “learned optimism,” and use your optimism when appropriate.
 - Find better ways to explain events.
 - Learn to reframe negatives.
-

Developing Your Emotional Intelligence

- Increase your listening skills for reading the non-verbals.
- Increase your feedback to yourself and to others.
- Increase your appreciation of yourself and others.
- Turn emotional mistakes into energy . . .
make plans for a better next time.

Emotional Intelligence Is the ability to know another's feelings and to act in a way that further shapes those feelings in a positive way.

Emotional maturity is the ability to handle relationships.

When Communication Challenges Come . . .

Use All Of Your Tools - By Doing The Opposite

- Listen when you feel like talking back.
- Ask questions when you feel like telling the answers.
- Suspend reaction when you feel like striking back (build bridges).
- Find areas of agreement when you feel like pushing your way.
- Make it easy for them to say yes.

Communication Challenges

Every obnoxious behavior is a cry for help.

People who feel good about themselves don't fight.

Confidently Confronting

- Control yourself. Talk to yourself. Keep your cool.
- Slow down. Lower your voice.
- Learn to stop your behavior.
- Don't mirror the obnoxious behavior.
- Speak softly, but assertively.
- Let them get it out.
- Use their name.
- Use "powerful" words -- avoid words that create problems.
- Restate what you hear and ask questions.

(Continued)

"Look for the gifts -- the things that every unpleasant encounter can teach you about dealing with ugly human behavior."

~ Rebecca Morgan, Consultant

Confidently Confronting (Continued)

- If appropriate, detour.
- Deal with emotions first - then facts.
- Look for areas of agreement.
- When talks break down, go back to points of agreement.
- Seek a solution.
- Under promise and over deliver.
- Avoid stressors.
- If appropriate, laugh.
- Be sincere.

“Small - minded people fight with their fists and clubs. Petty minded people, who are just a notch above them, fight with their mouths, and truly big minded people don’t fight at all.”

~ David Schwartz, Author, The Magic of Thinking Big

Good Question for Tough Interchanges . . .

When this conversation is over, whose behavior do I want to remember as most professional and most positive?

Analyzing Lessons Learned For The Next Time

- 1. What worked?**
- 2. What mistakes did I make?**
- 3. What opportunities did I miss?**
- 4. What is the learning?**
- 5. What skill can I take into the next conflict?**

The Stress of Working With Others



Stress is . . .

Our internal response to the outside world.

* * * * *

Stress originates . . . not out there, but . . .
only in our mind.



Our Thinking . . .

* * * * *

Makes it so!

Characteristics Of Those Who Are Best Able To . . .

Handle Stressful Situations & Difficult People

- High Self-esteem (Sense Of Worth)
- Feel They Can Control World Around Them
- Are Challenged By Change
- Are Committed & Intensely Involved In What They Do
- Regard Challenge As An Opportunity To Grow

“The greatest weapon against stress is our ability to choose one thought over another.”
~ William James



Keeping Cool, Calm & Collected When the Pressure Is On

- Have "escape routes".
- Remind yourself of your good qualities.
- Talk to yourself.
- Set realistic goals and expectations.
- Take care of number one.
- Establish quiet time.
- Accept change.
- Focus on areas you can control.
- Negotiate and re-engineer pressure situations.
- Learn how to spot your stress warning signals.



Keeping Cool, Calm & Collected when The Pressure is On

- Have an optimistic view of the world . . . focus on the positive.
- Be flexible in your attitudes . . . you may not know the full story.
- Spend 80% of your time focusing on solutions.
- Learn to walk away from stressful situations.
- Use your body as an early warning signal.
- Get to-done with things that bothers or stresses you.
- Maintain your network and support groups.
- Have a reward system.
- Control the stories you tell yourself.
- Learn to avoid, alter, adapt, or accept uncontrollable situations.

Keeping Cool, Calm & Collected When the Pressure Is On

- Forgive, forget, let it go, get over it, and move on.
- Know when to rely on the “Serenity Prayer.”
- Go with the flow.
- Learn to say “no” – don’t over-commit.
- Don’t brag about being stressed or overloaded.
- Have a positive can-do mental attitude.
- Maintain sensible perspective and a sense of humor.
- Warm up to your job or find a new one.



"I am going to be meeting people today who talk too much - people who are selfish, egotistical, ungrateful, but I won't be surprised or disturbed, for I can't imagine a world without such people."

~ Marcus Aurelius

* * * * *

The End . . .

Thank You



**Presenter, Martha N. Bryan
Bryan & Bryan Associates**

marthabryan@bryanandbryanassoc.com