

## *Communicate Like A Pro*

Effective communication is important for organizational success.

1. What is Communication?

Blind Momma Exercise

2. Agreement vs. Clarity of Understanding

3. Two phases of Effective Communication

Transmission

Feedback

Origami Exercise

4. Perception

Gobbledegook

5. Speaker's Point of View

Get your thinking straight

Say what you mean

Get to the point

Be Concise

Be real

Speak in Images

6. Listening Behaviors Assessment

“When you're talking, you ain't learning.”

LBJ

7. Listening pays

8. Active listening
9. Listening requires thought
10. Ask questions
11. Listen with your eyes
12. Non-verbal signals
  - Rubbing one eye
  - Tapping feet
  - Staring & Blinking
  - Crooked smiles
  - Lack of eye contact

Judge Nix examples
13. Good listeners make things easy
14. Six Listening exercises
  - The whisper
  - Eff exercise
  - Verbal drawing
  - 17 questions
  - OK exercise
  - Animal Convention
15. Listening styles
  - Detail vs. Big Picture
  - People oriented
  - Content oriented

Action oriented

Time oriented

16. Gender differences

21000 vs 7500

17. Wrap-up and Conclusion