

Say What? Tips and Tricks for Connecting and Communicating



Part 3 – Give Them Gifts



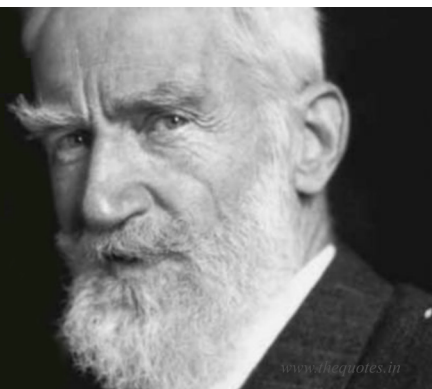
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The single biggest problem in
communication is the illusion that
it has taken place.

George Bernard Shaw



Tips and Tricks for Connecting and Communicating

- **Part 1 (March 10) - Say What?**

Communication lessons learned from performing improvisation and exploring “Yes, and” thinking.

- **Part 2 (April 14) - What’s Their Wavelength?**

How to connect with people by keeping their favorable attention.

- **Part 3 (May 12) - Give Them Gifts!**

How to connect with people by gifting them with your favorable attention and having meaningful conversations.

- **Part 4 (June 9) - Listen Up!**

Good listening and the dance of communication.



If you really want to connect with people, you need to be able to keep their favorable attention and gift them with yours



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Keep their favorable attention



- Communication as a sport: command attention
- Eyebrows up
- How long will this take?
- The five sentence email
- Repeatable
- Avoid jargon and the curse of knowledge



If you really want to connect with people, you need to be able to keep their favorable attention and [gift them with yours](#)



“Yes, and” - Think like an improv actor 

- Relating – the other person is a crucial partner
- A culture of open communication
- Accepting what is happening in the moment



Elevator speech....



....or an elevator conversation?



Elevator conversation: A dialogue that leads to a meaningful connection





What do people want when they ask:





1. No more standard openers
2. Ask for advice
3. Use the two magic words, "Tell me"
4. Turn back more conversations than you take back

Is it relevant? Asking "You" questions



- Switch from our point of view to our audience's point of view
- What are the main themes of my message?
 - Have *you* ever worked hard for a dream?
 - Did *you* encounter obstacles along the way?
 - Did *you* persevere no matter what?
 - What did *you* learn from the experience?



Taking control or sharing control



"When I was a kid, there was no collaboration; it's you with a camera bossing your friends around. But as an adult, filmmaking is all about appreciating the talents of the people around you and knowing you could never have made these films by yourself."

- Steven Spielberg



Meetings: Taking control or sharing control



Instead of doing all the talking, how can I make this a two-way interaction instead of a one-way download of information?



Conference calls



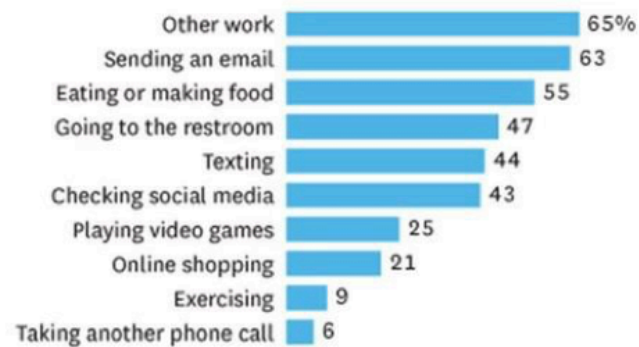
Conference calls



Conference calls



WHAT ELSE ARE EMPLOYEES DOING DURING A CONFERENCE CALL?



SOURCE INTERCALL

HBR.ORG

Give attention



You cannot truly listen to anyone and do anything else at the same time.

M. Scott Peck

[quotesfancy](#)

What action do you want people to take?



Ask questions that plant specific action seeds

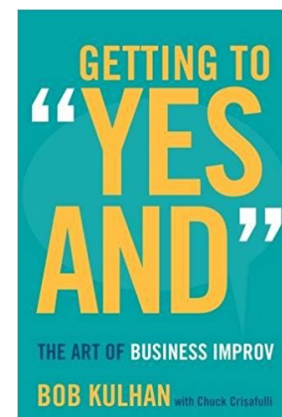
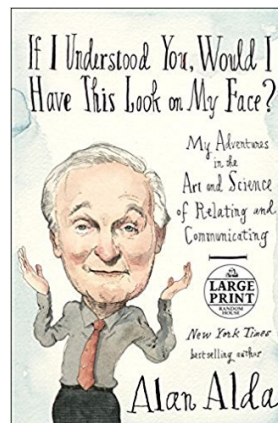
Offer options, not orders

Give people the freedom to decide for themselves how they want to proceed

If you really want to connect with people, you need to be able to keep their favorable attention and [gift them with yours](#)



Explore communication skills with these good books



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