

# Say What? Tips and Tricks for Connecting and Communicating



## Part 4 – Listen Up!



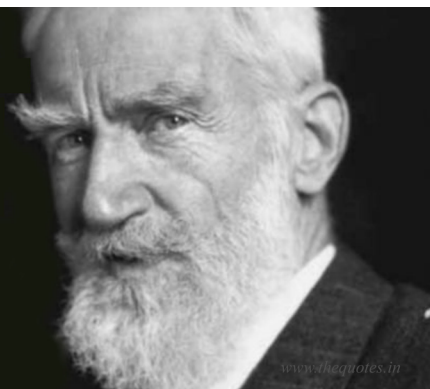
**Glenn Anderson**  
The Performance Catalyst Speaker

GlennAndersonSpeaks.com  
GlennAndersonSpeaks@gmail.com



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



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



# Listening



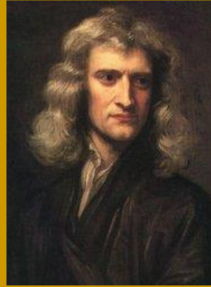
## Listening - Think like an improv actor



- Great listening is at the core of great improvisation
- Follow the follower
- Read the room
- Make mistakes work for you
- Listening to respond vs listening to understand







"If I have ever made any valuable discoveries, it has been owing more to patient attention, than to any other talent."

-Sir Isaac Newton

## Pay Attention



- Life *is* attention
- Make a special effort to learn names
- Attention calisthenics:
  - Attend to one thing at a time
  - Walk in your neighborhood
  - Listen completely



Note to Self:  
Pay Attention

## Give attention



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

M. Scott Peck

 quoteFancy

## Steps to good listening



1. Look, lift and lean
2. Ignore everything else
3. Suspend judgement
4. Take notes
5. Empathize
6. No "buts" about it

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

M. Scott Peck

 quoteFancy



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



## 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](#)



## Gift them with your favorable attention



- “Yes, And” – think like an improv actor
- Have a good answer to “What do you do?”
- Learn to have more meaningful conversations
- Share control of meetings
- Conf calls – maintain attention
- Truly listen
- What action do you want?



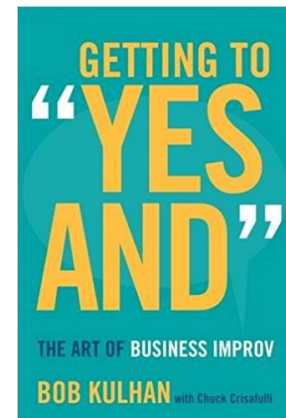
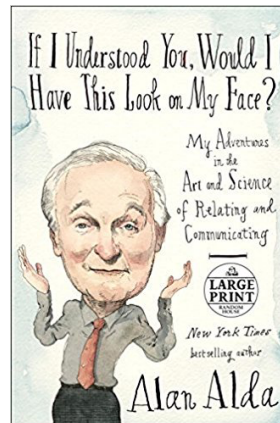
## Spontaneous speaking



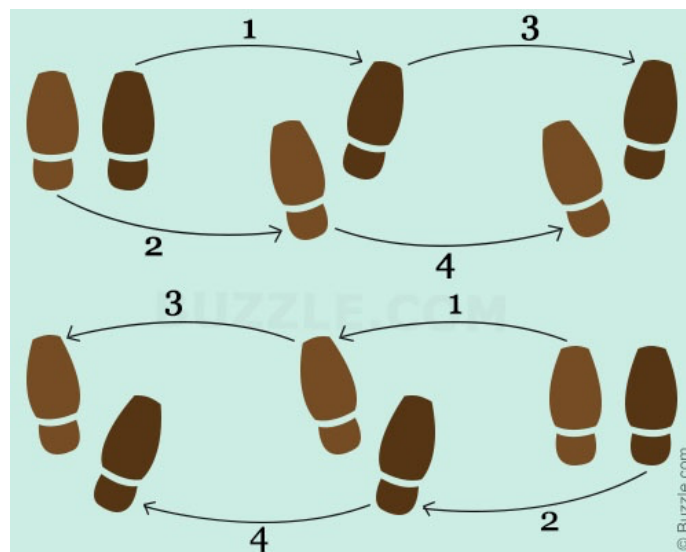
- Get out of your own way
- See things as an opportunity
- Slow down and listen
- Paraphrase
- Tell a story using structure



## Explore communication skills with these good books



## The dance of communication



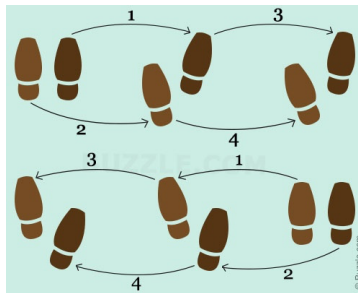
## The dance of communication



If we remember that every conversation we have, every bit of advice we give, every email we write, can be an exchange in which the other person might actually have a better way of looking at it, then we have a chance to be in sync, to be in a dance with a partner.

It's a dance we learn by trusting ourselves to take the leap.

- Alan Alda



## Say What? Tips and Tricks for Connecting and Communicating



**Glenn Anderson**  
The Performance Catalyst Speaker

GlennAndersonSpeaks.com  
GlennAndersonSpeaks@gmail.com

