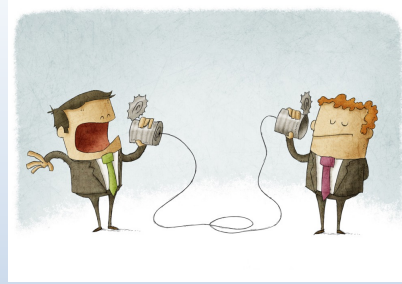


Say What? Tips and Tricks for Connecting and Communicating, Part 1



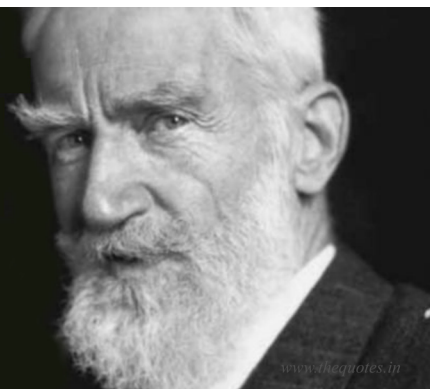
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The single biggest problem in
communication is the illusion that
it has taken place.

George Bernard Shaw



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



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.

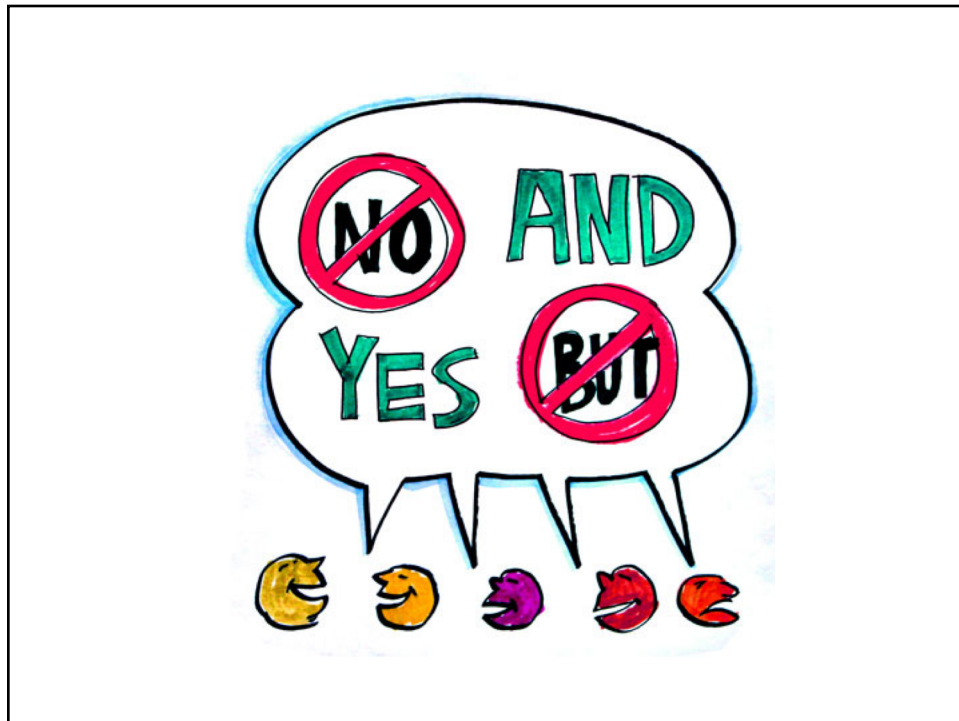


Improvistational theater



How improvisational theater works





How using “Yes, And” thinking works



- Affirms and builds
- Relates to business
- Requires you to trust others to support and build upon your contribution, and you to do the same for them
- Not a replacement for quality or common sense
- The confidence to create something out of nothing



For me, good communication started with performing improvisation.....



My lessons learned from improv



- Relating – the other person is a crucial partner
- The person who is communicating something is responsible for how well the other person follows him
- Yes, and: A product of improvisation is empathy



Exploring “Yes, and...”



- A culture of open communication (not “yes, but”)
- Accepting what is happening in the moment
- Individual agenda vs individual perspective
- Strengthen relationships, help people communicate, make business run better



Spontaneous speaking



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



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