

Say What? Tips and Tricks for Connecting and Communicating



Part 2 – What's Their Wavelength?



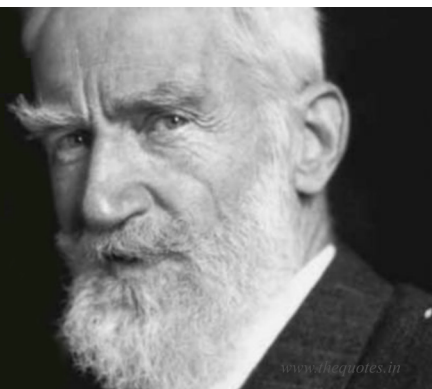
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The single biggest problem in
communication is the illusion that
it has taken place.

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.



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



“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



Spontaneous speaking



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



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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Command attention: Communication as a sport

- Warm up: go for a walk / rehearse
- Have a flexible game plan
- Give yourself home-field advantage
- Stand tall



Eyebrows Up!



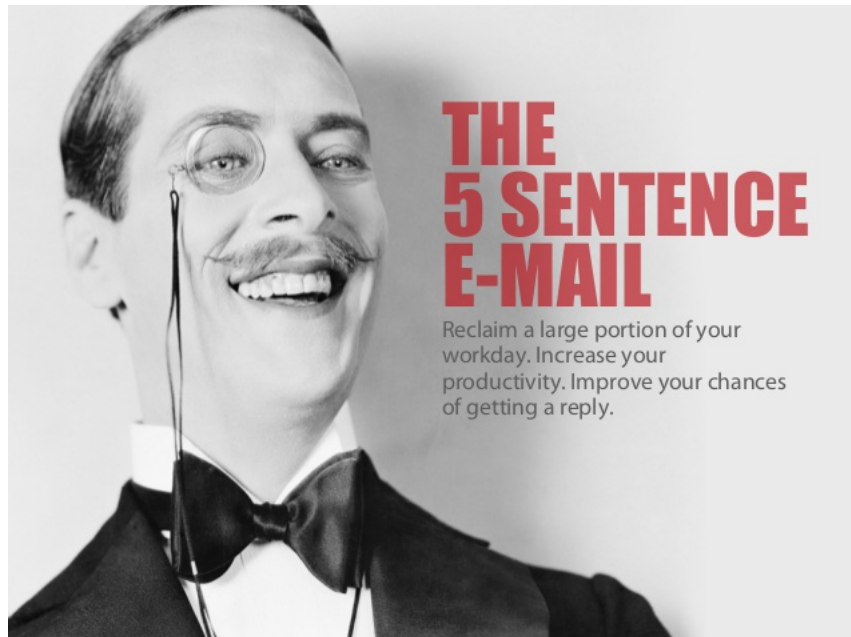
- Did you know?
- Imagine.....
- Show and ask
- Confused people don't say yes



How long will this take?



The elephant in the room of every business transaction

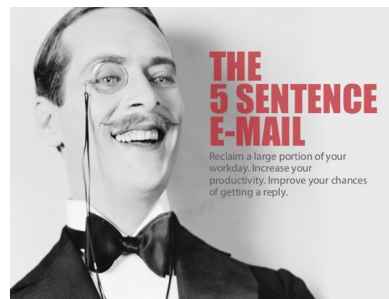


**THE
5 SENTENCE
E-MAIL**

Reclaim a large portion of your workday. Increase your productivity. Improve your chances of getting a reply.

Your email should answer five simple questions

1. Who are you?
2. What do you want?
3. Why are you asking me?
4. Why should I do what you're asking?
5. What is the next step?



Repeatable



If people can't repeat it, they didn't get it

Condense your call to action into eight words or less

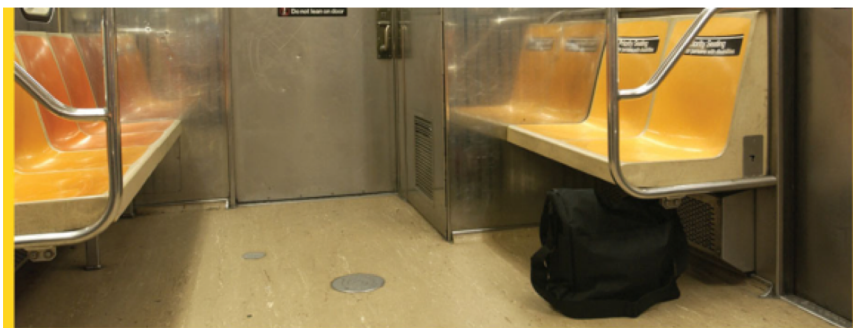
True communication isn't what you say, it's what the receiver takes away

Repeat
Repeat
Repeat
Repeat
Repeat

Repeatable: Create a phrase that pays



Create a phrase that pays



**IF YOU SEE SOMETHING,
SAY SOMETHING.**

Create a phrase that pays



Jargon and the curse of knowledge



- ✓ Jargon is dangerous because it buries the very thing you most want the other person to understand
- ✓ When you can't imagine what it's like to not have that knowledge
- ✓ Keeping you from considering the listener

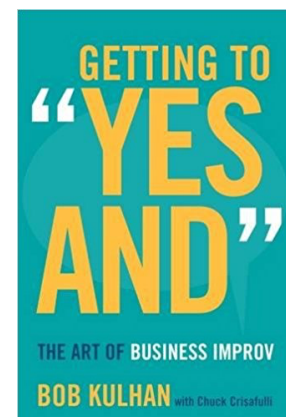
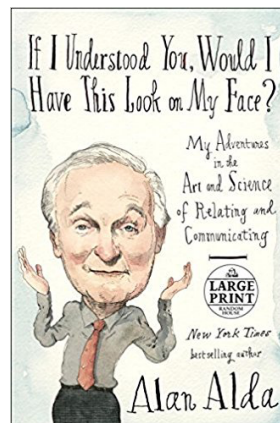


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If you really want to connect with people, you need to be able to keep their favorable attention and gift them with yours



Explore communication skills with these good books



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