Speaking and Listening

A presentation by
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Speaking & Listening

Workshop Purpose:

To expand your ability to communicate effectively.

Intended Result:

- A person who is a better speaker and listener.
- Understand what "communication" is.
- Know what it takes to make any communication effective.
- Learn how to overcome the barriers to effective communication.
- Discover how effective communication can greatly enhance your success.
- How to ask for things so you get them done.
- Learn the technology of agreements.

Individual Data

My name

My job

My favorite game

My favorite book

My favorite CD

A person who has been a positive influence on me

Five adjectives that describe who I am

What I like most about my job

My favorite vacation

My pet

!

Definition of Communication

Communication:

A process by which information is exchanged between individuals through a common system of symbols, signs or behavior.

Webster's Collegiate Dictionary

Setting up Your Communication Lines

A. Who are my seniors?

1. What information should I pass up to my seniors?

2. How should it be presented?

    a. Report
    b. Email
    c. Written communication

3. How often is it required?

B. What information do I need from my seniors?

C. What meeting should I be attending?

1. What do I need to be prepared?

2. How do I keep track of the commitments I make?

D. Who are the key opinion leaders that I need to set up communication lines with on a regular basis?

E. Who works for me?

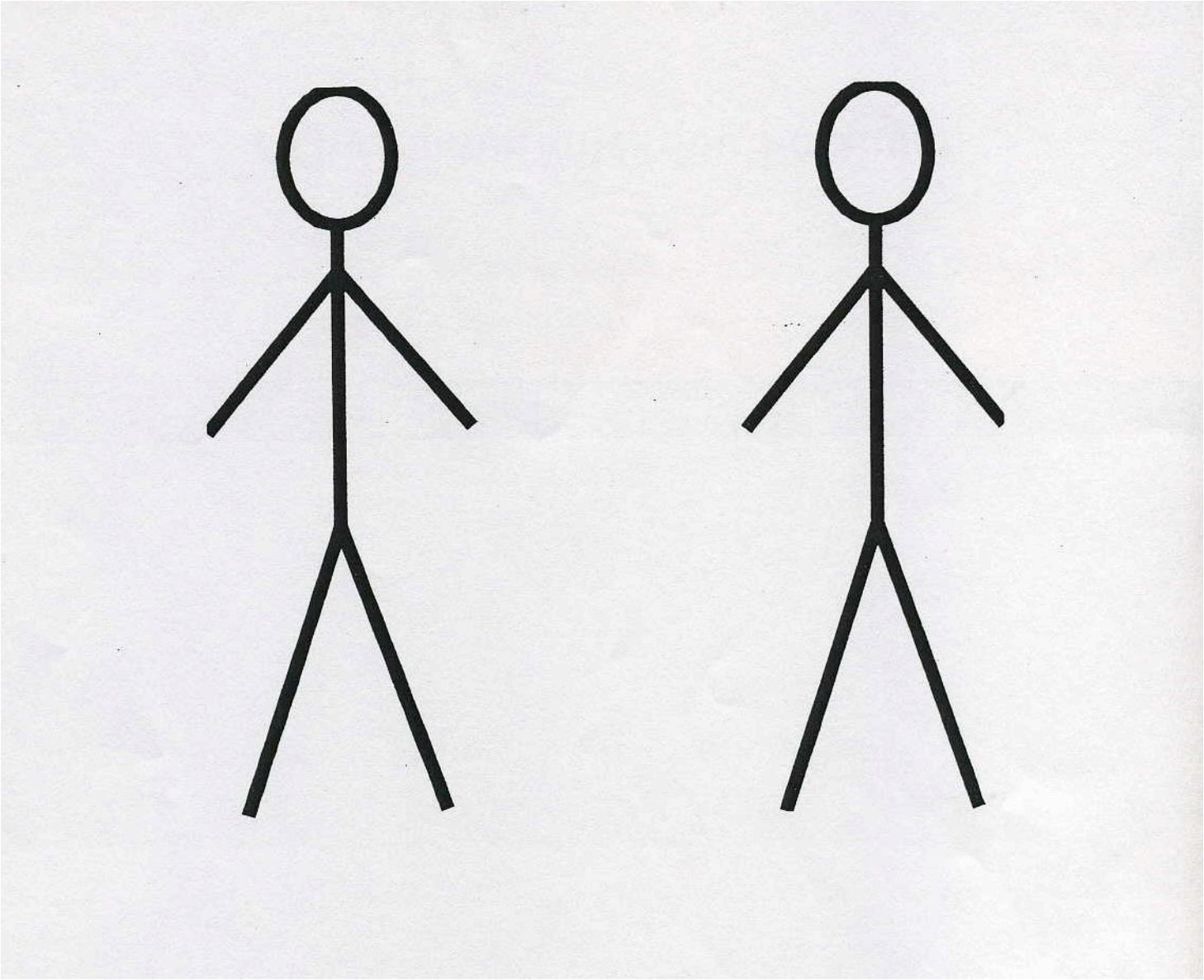
1. What information do I need from my staff?

2. How do I want …?

    a. Report
    b. Email
    c. Written communication

3. How often do I want it?

The Communication Formula



Communication Drills

1. FIT stands for Frequency, Intensity and Time.

2. Getting in shape is a result of participation.

3. Communication is best facilitated in the office by putting it in writing.

4. The best way to handle paperwork that comes across your desk is by doing it NOW, delegating it, delaying it, dumping it or filing it.

5. In a recent survey, one of the key signs of friendliness and trustworthiness is good eye contact.

6. By educating the member, we replace their fears with confidence and trust.

7. Performance is the fulfillment of a promise, claim or request.

8. You don't find great staff, you make them by giving them a job, giving them the tools and training to do the job, so that they can produce a definite desired result.

9. Excellent service starts with caring about the member, anticipating the member's needs and assisting them in fulfilling those needs.

10. If you can communicate about something you run it; if you can't communicate about something it runs you.

Definition of Acknowledgment

Acknowledgment:

Something given or done to show that one has received
a service, gift, message, etc.

- World Book Dictionary

Acknowledge:

To take notice of; to make known the receipt of.

- Webster's Seventh New Collegiate Dictionary

Definitions

General:

1. of, for, or from all; not local, special or specialized
2. not specific or precise

Generality:

1. the quality of being general
2. a general or vague statement, idea, etc.

Specific:

1. Definite; explicit
2. Intended for, applying to, or acting on a given thing

Fact:

1. Something put forth as objectively real
2. Something objectively verified
3. Something with real, demonstrable existence

Opinion:

1. A belief or idea held with confidence but not substantiated by direct proof or knowledge
2. An evaluation or conclusion based on special knowledge or expertise
3. The common, usual, or prevailing view or sentiment

— *Webster's New College Dictionary*

Effective Communication

- 75% of your time is spent correcting people on behaviors you never taught them.
- Train people in the necessary behaviors to be successful.
- Show or Explain or Demonstrate “How to Do It”.
- Do they Duplicate and Understand?
- “Show Me”.

Change the Following Statements …

1. Henry, you never seem to meet with the people in your case load. You obviously have a bad work and need to shape up.

2. Sally, because you have messed this up before, I need to check your work.

3. Don't you see the typos in that report?

4. Marilyn, you always need help with the filing. Can’t you do it on your own?

5. Mary can't you ever put things back where you got them from?

6. You are doing it all wrong. Let me show you how it's done.

7. Everybody else seems to be getting their metrics in on time what's wrong with you?

Harmony

Harmony:

1. Agreement in feeling, action, ideas, interests, etc,

2. Peaceable or friendly relations.

- Webster's New World Dictionary of the American Language, College Edition

3. Internal calm, tranquility.

- Webster's New Collegiate Dictionary

“Asking questions is the best way of listening – because questions show you really *are* listening.

By listening, you set the stage for *your* selling.

The world is full of talkers and short of listeners.

If you don’t hear what people really need you’ll never succeed in selling them.”

The Ben Franklin factor, Selling One to One
by James C. Humes

Asking

To get a decision one starts by making a REQUEST. You ask the other person to make an agreement with you about something. Or you ask yourself: "Do I want to do this or not?" At that moment you and I have to make a decision.

You might say one of the highest abilities in life is the ability ask for things in such a way that people love fulfilling them for you. It is an old biblical principle**: "Ask and ye shall receive."**

There are lots of different ways you can ask for things. The attitude with which you ask for things makes a huge difference in the results you get.

"Please do this for me." (Polite.)

"Get this done for me today." (An order.)

"I insist that you get this done now." (Demanding.)

"Get this done for me or you're fired." (Demand, with a threat.)

"Would you do this for me, pretty please?" (Begging.)

The point is, all of them have some workability--given the right circumstance. A parent's favorite one is the request with a threat. "You don't get your homework done, you're grounded!"

You can ask for things in positive ways and negative ways. "You probably can't afford to give me a raise, can you?" (Negative.) "I want you to give me a raise. I feel that I have brought the production up a lot." (Positive.)

So when you ask for things, determine what kind of attitude to express when asking. It will depend on the circumstances and the people.

Getting People to Make Agreements

Commitment: A promise or pledge to do something.

Commitment is an essential part of every agreement. Without commitment, there *is* no agreement. Even though words are expressed or contracts are signed, when there is no commitment there is no *actual* agreement.

When a person really commits to something, you get *action.* Even if a barrier to keeping that agreement comes up, they will attempt to overcome it.

In business, we are continually seeking commitment from others.

For example:

Help Desk:	Resolved Problems as they arise.
Production staff:	Production quotas met On time deliveries Warrantee products
Staff:	Follow policies
Training Dept. :	Staff know their jobs & are productive
The whole Agency:	Delivery of what's promised.

In each case, we are trying to get people to:

1. Make a commitment.

2. Keep that commitment and perform.

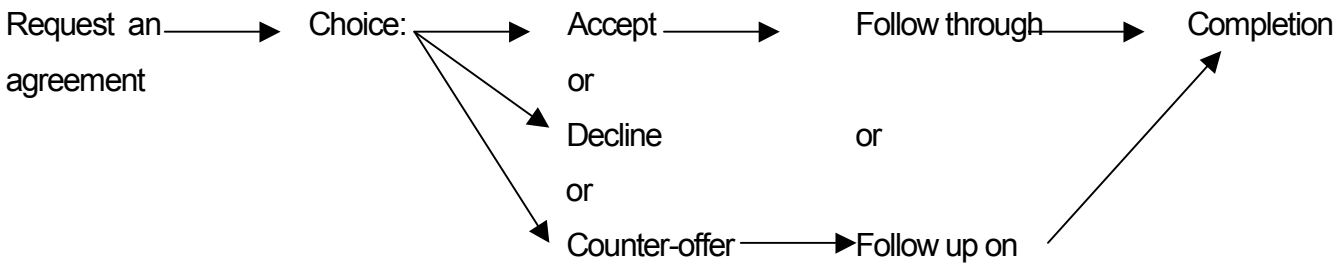
Performance: The fulfillment of a promise, claim or request.

To get a person to perform you have to get the person to make a decision to perform. The moment they make that decision, they have made a promise or agreement with themselves or others. Now we are in a ball game! We have entered the arena of motivation and production.

That decision leads to action. From the decision flows the strategy, the ways and means of how to fulfill that agreement. Whether it was an agreement to achieve a goal, a quota, keep an appointment, or whatever.

What creates the propulsion for human beings is their ability to decide. When we make decisions, we always feel better and go into action.

The Technology of Agreements



Excerpted from "The Power of Agreements"
by Klaus P. Hilgers

How to Work in a Small Group

1. Have a group leader.

2. Have somebody who is responsible for notes.

3. Technique, brainstorming.

4. Make sure everybody participates.

5. Everyone has the responsibility to express themselves.

6. Everyone must listen respectfully to other points of view.

7. Group members will give their ideas to the group.

8. Detach themselves from those ideas.

9. Once the group has reached a decision, it will abide by that decision as a unified body, regardless of personal views.

10. Group should have achieved the intended result of the meeting.

Excerpted from "How to Conduct Effective Staff Meetings"

by Klaus P. Hilgers,

How to Implement a New Idea!

1. Tell them what it is!
2. Tell them the purpose behind it. Why are we doing it?
3. Tell them verbally what it is, why and how.
4. Put it in writing.
5. Drill them or role-play with them so you know they can do it.
6. Get their agreement to do it.
7. Let them know the consequences of doing it or not.

Excerpted from the book "The Power of Agreements"

by Klaus P. Hilgers

“The most important single ingredient in the formula of success is knowing how to get along with people.”

— Theodore “Teddy” Roosevelt

(1858 – 1919)