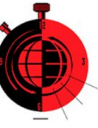




THINK ON YOUR FEET®

Critical Communication





- What would you most like to improve when it comes to your communication?

What does improved communication look like in your

- Professional life?
- Personal life?

- Tough Questions

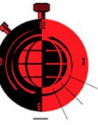


Before we start

If you could change 1 thing about your communication...?

- To better elucidate the **core issue** being discussed, without adding extraneous details.
- Not to be **nervous** when communicating to senior staff.
- To be **less verbose** while still remaining commanding/attention grabbing
- To **listen** more actively and attentively. This way, I could better understand others' perspectives and respond more thoughtfully. Additionally, I would like to answer with **confidence** and avoid waffling, ensuring my responses are **clear and concise**.
- To be more **confident** in front of more senior staff and big audiences and the ability to **influence** through communication
- Be **adaptable** to different layers of leadership.
- **Over-explaining**, over-contextualizing to make sure I get my point across. Trying to not leave room for misinterpretation, but ending up losing the point of my message along the way.
- Improve vocabulary and knowing the **right few words** to use in situation
- I have to find ways around the standard processes to enable Derivco to stay compliant and legally make money
- Part of the product management role is **communicating these ideas** daily to Engineering Teams, Operators or Third Party Service providers. The last example was why Tournaments cannot be taken up by ITS now and only from May onwards.
- **Explain** the flow of creating a KSQL enabled VPB Journey
- To better **listen** - to **represent those around me more accurately**, in turn giving them a voice.
- Journeys that trigger off KSQL messages leverage Kafka and kSQL for real-time data processing,..... enabling dynamic and responsive user experiences. The process initiates with back-office configuration, where workflows and kSQL queries are defined. Once the journey is configured in the back-office UI, the UI posts the generated query template to the EventInsight Database via the EventInsight API. The KSQL sync service reads the record from the database, queries the Service Fabric Application to locate the Kafka kSQL cluster nodes, and posts the generated query to the identified cluster. Upon successful creation in Kafka kSQL, the sync service receives a response and records the query as active in the EventInsight Database. The VPB API then retrieves this active status and completes the publishing step to the Service Fabric application. The kSQL query is mapped to a configuration GUID, which is associated with a journey ID in the Service Fabric application. Now, any kafka messages consumed by the VPB consumer service are evaluated based on the conditions specified in the journey's workflow against the payload returned.

Before we start



Tough questions, objections, challenges

- **How** do we balance long and short term deliverables? / Can you help **give me guidance** in terms of growth for my career?
- **What** is the actual risk?
- **Do you** have capacity for this?
- **How** can we maintain a positive outlook when everything seems to be going wrong and the pressure keeps mounting?
- **What** are your perspective of me?
- As a leader, can you **help me** battling to understand where you are coming from?
- **What** do you think?
- **How** do you **feel** about that?
- **What** did you work on yesterday?
- **Explain** my reasoning for giving the opinion that I have and how I got to that opinion
- Am I thinking too far in the future around the ideas I am communicating vs where the Team or business are today
- **Why** is it taking so long to fix , and **why** didn't you catch the issue earlier ? (This can be a simple answer IF you take all the blame).
- TOUGH question asked everyday **How** is your Day going ? The answer is endless and often given the most simplistic answers can make leaders feel better and not bog them down with the constant day to day hurdles employees at Derivco face.
- **Why** can't you deliver this work faster?

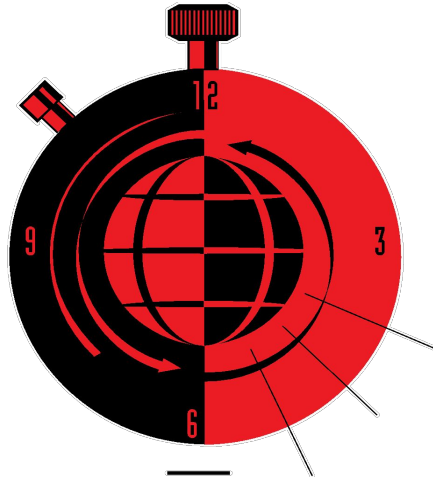


Who



Kirsty Thompson

What



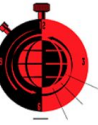
**What is
Think on Your Feet®?**

How

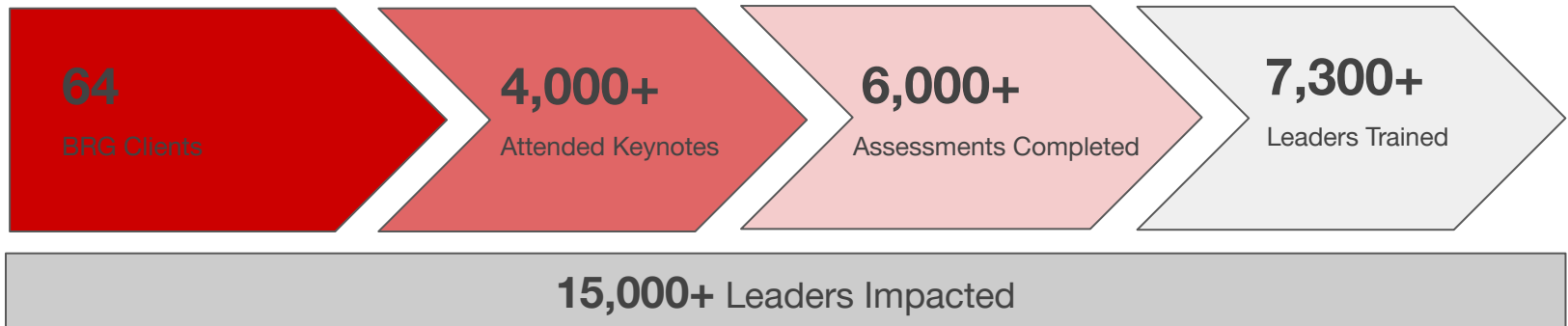


**How we will work
together**

Business Results Group



- BRG **empowers** organisations to achieve business results by supporting leaders in their development
- Our network of professional associates comprises **expert** accredited facilitators and coaches that are part of every clients specially curated learning journey
- We use the very best **technology** and systems to support efficient running of both face-to-face and Virtual Instructor Led (VILT) training and coaching
- Business Results Group are the **EXCLUSIVE** Licensed distributors for The Wiseman Group (Multipliers™ Experience and Impact Players™), McLuhan & Davies (Think on your Feet®) in Sub Saharan Africa and are partnered with Time to Think™.





“ Improving your communication skills will boost professional value by 50%

Warren Buffett

“ Communication is the most important skill any leader can possess

Richard Branson

Backdrop to our Communication





ACTIVITY

- Breakout - Pairs
- Each person has 1 min to find out:
 - Name & Role
 - Hobby / Interest
 - Session Objective/s
- After 1 min switch
- Return to main group to introduce your partner in 15 secs



What is it that those who
communicate well do
differently?

Keith Spicer



0 0 1 0
0 0 0 0
0 0

100000000

100,000,000



CLARITY

BE CLEAR



BREVITY

GET TO THE POINT



IMPACT

BE REMEMBERED



1

2

3

Analysis

Get to the core

1

2

3

Separation

Keep ideas distinct

1

2

3

Movement

Make your logic flow



Power of 3's



- Persuasive
- Rhythmical
- Memorable



Power of Threes in Action





Standard Format

Standard Format



HEADLINE:

We're going to talk about _____.

ANNOUNCE 3 KEY POINTS:

Let's look at X, Y and Z.



KEY POINT 1 :

First, we're going to start with X.



KEY POINT 2 :

Next, let's talk about Y.



KEY POINT 3 :

Finally, let's look at Z.

RECAP 3 KEY POINTS :

In summary, we discussed what X, Y & Z do.

ECHO HEADLINE:

These three things helped explain_____.

Standard Format

HEADLINE:

So what I want to discuss with you is.....
Proposed budget & possible cut backs



KEY POINT 1 : CONTENT

First, let's start with... **HR**



KEY POINT 2: CONTENT

Next, let's look at... **Marketing**



KEY POINT 3: CONTENT

Finally, let's consider.... **Opps**

ECHO HEADLINE:

In summary, I think we can all agree...
there are areas we can cut back

Power of Threes in Action

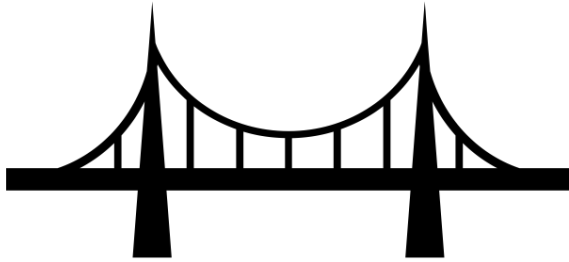




Bridging



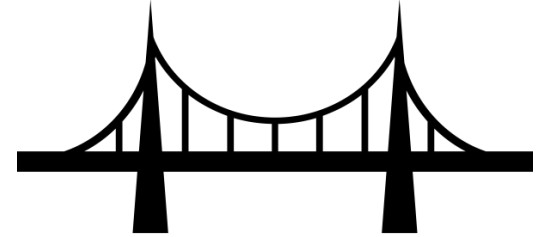
Benefits of Bridging



- Buys you time!
- Also:
 - Shows respect
 - Helps to answer the ‘right question’
 - Refocuses the question



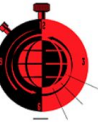
3 Ways of Bridging



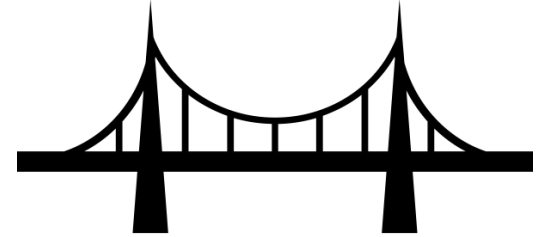
Acknowledge

Ask

Adapt



Acknowledge

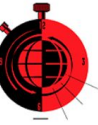


Acknowledge: person, facts, feelings

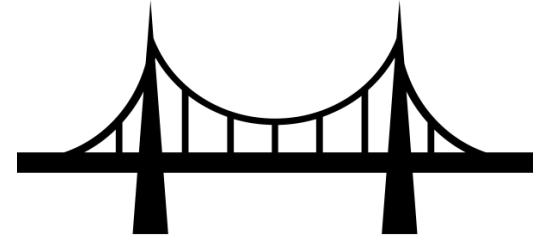
“I can tell you have given this a lot of thought.”

“Your comments raise important issues.”

“I can see you have concerns about this.”



Ask

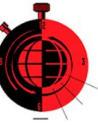


Ask: meaning, example, facts

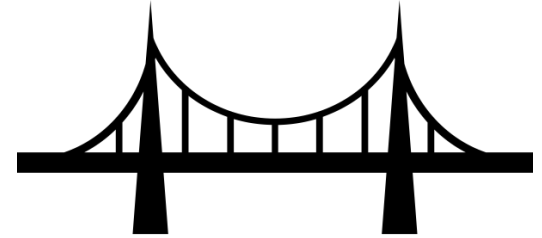
“Can you tell me more about...”

“Could you give me a specific example?”

“I'm not sure I understand, could you explain that a bit more?”



Adapt



Adapt: rephrase, refocus, realign

“Let’s consider your first point which is budget...”

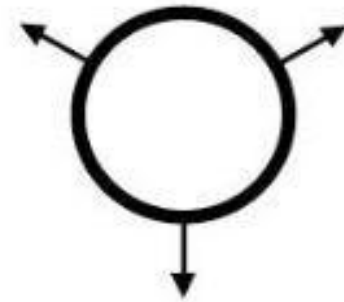
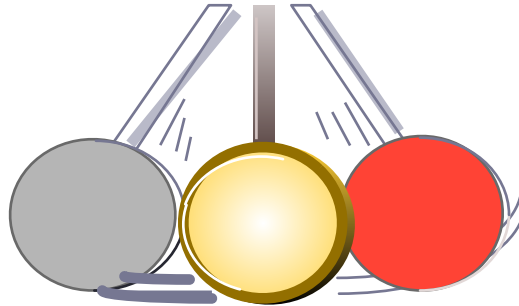
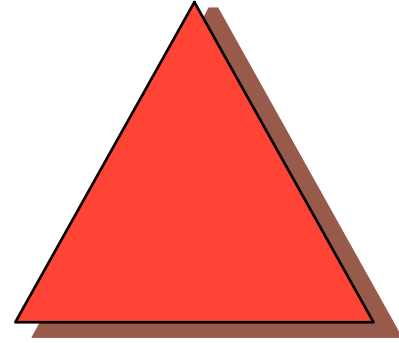
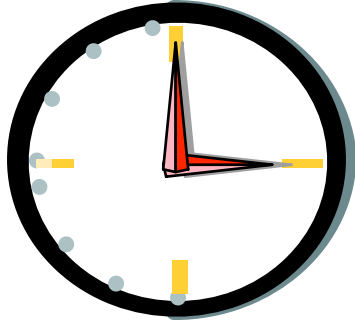
“I can’t speak for the industry but our company...”

“Let’s finish this point before moving on to...”

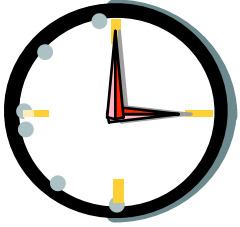


Ways to Structure

Six Ways to Structure your Communication



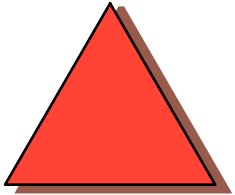
Three Informative ways to Structure



Clock - via time / chronology



Globe - via location & physical places

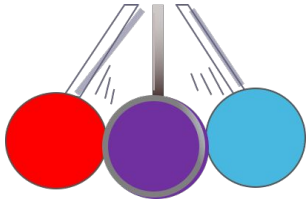


Triangle - via aspects, perspectives, opinions

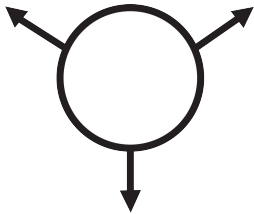
Three Assertive ways to Structure



Zoom - structures using changing perspectives



Pendulum - structures by using extremes



Benefits - structures by using advantages / disadvantages



To suit your audience / Listener



**Before a
meeting,
call or
presentation**



**Consider
your Listener**



**Consider key
Points & your
Objective**



**Anticipate
questions**



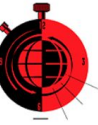
Brain-Scan Grid

BACKGROUND
KNOWLEDGE

HOPES

FEARS

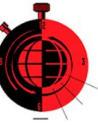
LISTENER(S)



Next Steps

Consider the upcoming sessions

- **TOPIC** - What are the key topics of the session
- **LISTENER** - Who's attending?
 - Brain Scan Grid - Hopes and Fears
 - Anticipate Questions
- **OBJECTIVE** - What do you hope to achieve?
 - Report / update (use Informative way to structure)
 - Shift perspective, negotiate or persuade (use Assertive way to structure)
- **ANALYSIS** - Brain dump - then identify **your top THREE points**
- **STRUCTURE** - Select a way to structure
- **STANDARD FORMAT** - Announce and Recap



'Tell them what you've just told them'

Concepts:

1. Focus on **Clarity, Brevity, Impact**
2. **Position** your ideas / Consider your listener
3. It's all about **Structure**

Tools:

1. **Power of 3's**
2. **Standard Format** (Announce & Recap)
3. **Bridge** (Ask, Acknowledge, Adapt)



Find a way to Structure:

- **Informative** - Clock, Globe, Triangle,
- **Assertive** - Zoom, Pendulum, Benefits

EVALUATION

This will take you less than 60 seconds!





Thank you!