

Communicating with confidence

Confident
Communicator

→ look like you mean what you
sound are talking about

Three Vs in
Communication

→ visual : How we look and carry
(55%) ourselves

→ vocal : How we sound, our
(38%) tone and volume

→ verbal : The words we use to
(7%) communicate

What holds people
back

→ vulnerability

→ high expectations

→ lack of preparation

→ fear of an audience

→ bad past experiences

endless loop trap → People keep repeating the same ineffective patterns in communication

Two way communication

- delivery of one thought at a time
- Pay attention to how people receive information
- be agile & responsive in the moment

Ujjayi Breathing

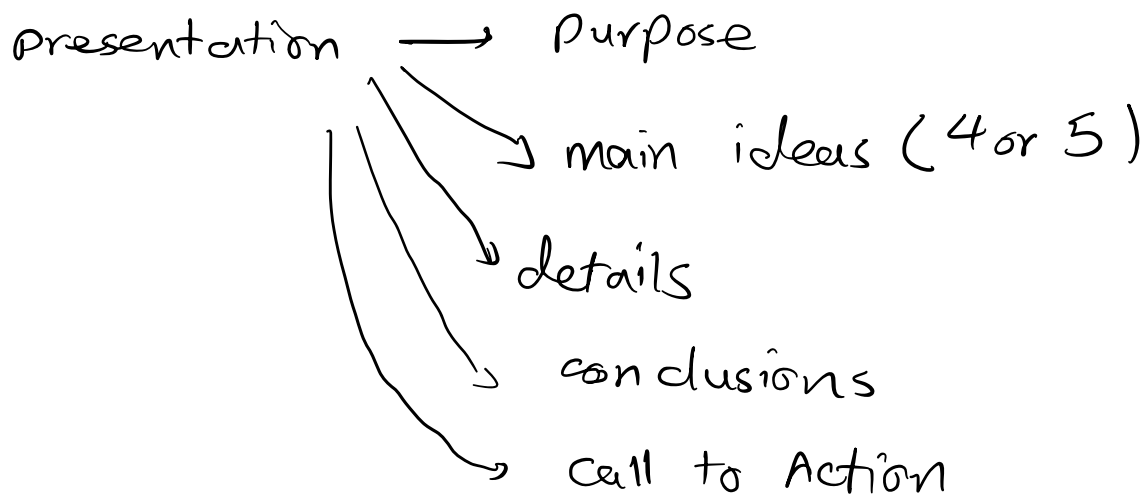
Produces relaxation

- Put belly in and exhale through nose
- inhale and relax belly muscle
- do not move chest

knowing what to say

- Use simple words
- Use short sentences
- identify your desired outcome

⚠ one thought on a one index card



Uptalk → Undermines our authority and makes us sound uncertain

⚠ Talking in a monotone is a sure way to get people to stop listening

⚠ Pausing lets a speaker connect with people in a meaningful way

when to pause → before and after each sentence

- after something important
- after a rhetorical question
- after a request or call to action

⚠ talking slowly helps us control what we say

⚠ Pause instead of saying "um" or "am"

⚠ eye contact → emphasize powerful line
→ one thought, one person

⚠ hand movement during speaking takes out anxiety

⚠ Facial expression must reflect the mood and tone in your eyes