

Interpersonal Communications

⚠ effective communication is key to executive presence

⚠ How to make requests effectively

- invest in favors first
- explain the context
- acknowledge it's a favor
- point out where interests align
- express genuine gratitude

⚠ when to use email

- simple info to convey
- different time zones
- late at night
- recipient is talkative

⚠ when to use phone

- brainstorming or troubleshooting
- emotional conversation

⚠ Non verbal cues

- open vs closed body language
- where your colleagues feet are pointed
- mismatched expressions

⚠ How to manage expectations

- rank your current projects
- make time estimates
- compare estimations with your boss
- confirm project deadlines

⚠ Get the guidance you need

- discuss your communication
- plan regular check-ins
- develop an emergency plan
- create a job reference guide

⚠ Ask your boss right questions

- do you see anything I'm missing?
- How can i prioritize that?

⚠ when to listen

- ↳ you don't know the context
- ↳ you don't have a strong opinion

⚠ when to speak

- ↳ you have experience to offer
- ↳ you have resources to share
- ↳ you have a strong opinion
- ↳ you have a great question

⚠ cross-cultural communication tips

- ↳ does the culture value relationships & transactions?
- ↳ how direct is the communication style?
- ↳ is the culture formal or informal?

⚠ How to handle an interruption?

- ↳ why am i being interrupted?
- ↳ who is interrupting me?
- ↳ discuss one on one

- distrust office culture
- appoint "interruption monitor"
- brainstorm before meeting

⚠ How to respond to critical feedback?

- know who's giving feedback
- don't respond immediately
- prepare for feedback
 - map-out the worst case scenario
 - draft possible responses

⚠ How to communicate as an introvert?

- play to your strengths
- share your thoughts in writing before meeting
- ask a friend to advocate for you
- create talking points for yourself
- challenge your self to participate
- meet one-on-one before big meetings