Communication foundations - 2

1. The four building blocks of communication

Le who will be there? what do I need to know about them?

message

Lo what kind of listener do I want to be right now?

1 Mental filters

Ly levels of know ledge, personal concerns, or preconceived notions

dictate how we understand messages

1. Considering messages
Is your message meant to inform? Is your message meant to persuade?
Is your message meant to persuade?
De communication context - timing, location, and relationship
1. Consider listening
Listen with your ears, eyes, and heart Use reaffirming nonverbals connect
1 Socializing in professional settings
smile authentically stand or sit tall
, minimize fidgeting
_s mine for connections
, keep it positive
Ask open-ended questions

A smort agenda is specific about how people can
best prepare for the meeting
A when run meetings
allow people time to think
loop in virtual participants
s paraphrase content and emotion
s paraphrase content and emotion s pay attention to nonverbals
de when writing emails
I think of your reader's action
Ly think twice before sending if no action is
state The action in the first or second sentence think twice before sending if no action is necessary
1. When explaining a task
- determine process or product
determine process or product place actions into buckets
I flex to the Isamer's need
what why so How logic

ر	show and tell
0	style exercise
J-9 (lick 3-4 coworkers to teach how to make your
f.	avovite meal
l, fin	ovorite meal adout how to make your adout how the process information
), ;,J 	lentify the big picture people vs. the step-by-step ople
	ist your instructions
<u>_</u> , s)	nave & receive feedback
A Giving A	
∫ ami	te down le person's name
f f	te down be person's name
h	wild credibility with a post experience
L, re	ewrite words or phrases in a respectful, humble was
/ Pitching	an idea
	nink about the people whose approval you need consider the decision-making style of the person
ļ., (Ensider the decision-making style of the person

	s consider the message
	when asking for something
	state the action (be direct) - croate urgency
	-> croate urgency
	make the steps lasy
	when cutching yourself off guard
	Ly buy time Calm yourself
	, use a response formula
<u> </u>	when managing criticism
	- check your listening bions
	give time to pender criticism
	Jemenstrate empathy
	Ask questions
	Use "Yes, and "

Men presenting up

Lenow your cudionce

Lend with your conclusion

Introduce your topic with SCQA

Situation

Go for the forest

Semplication

Auestion