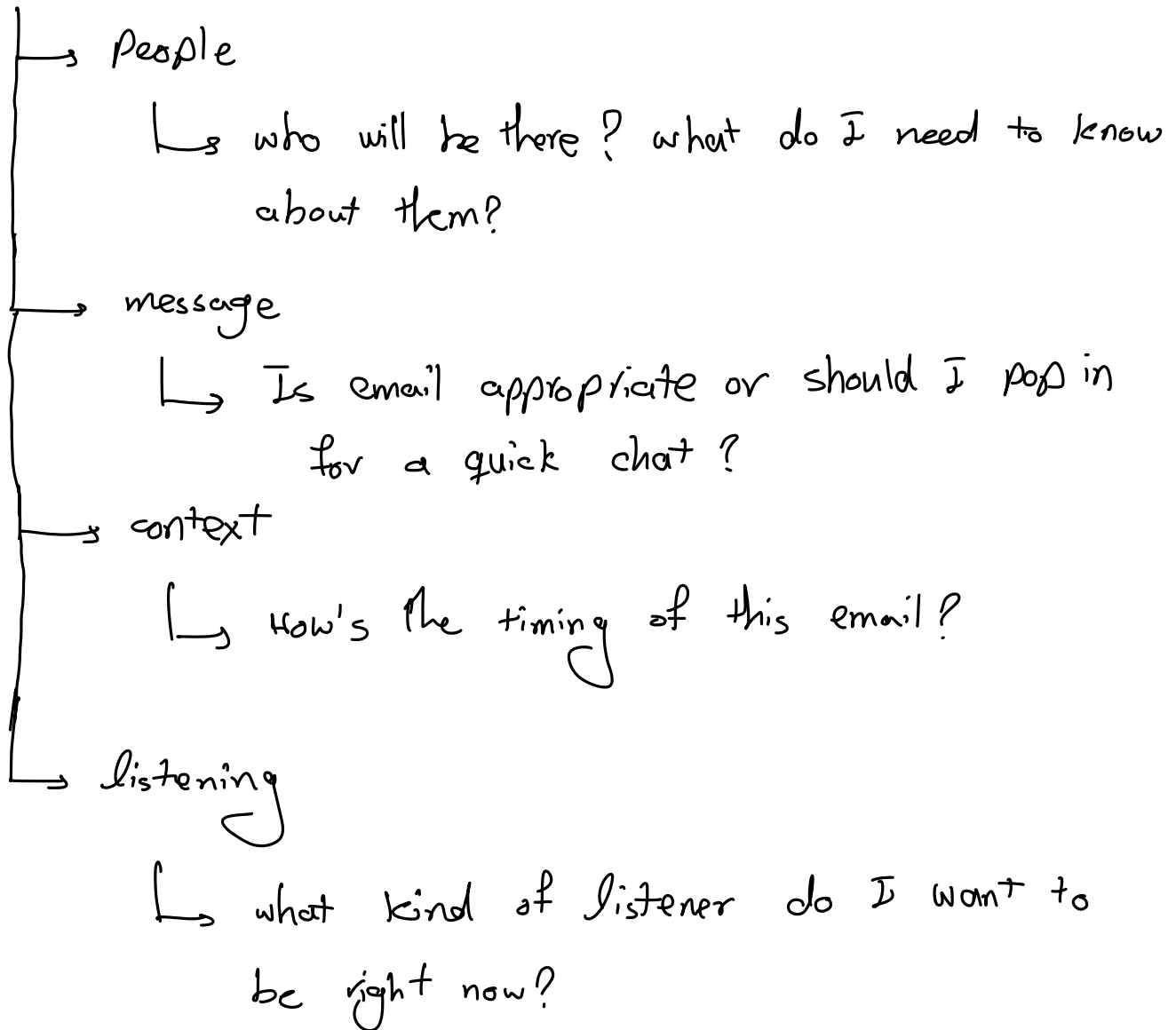
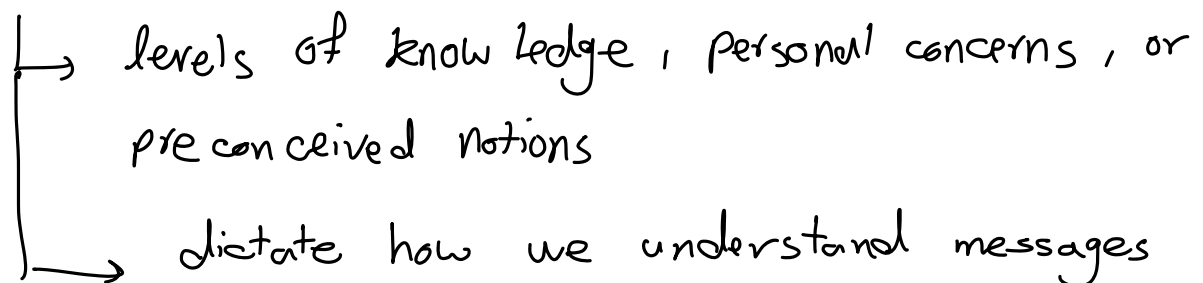


## Communication Foundations - 2

### ⚠ The four building blocks of communication



### ⚠ Mental filters



⚠ considering messages

- ↳ Is your message meant to inform?
- ↳ Is your message meant to persuade?

⚠ communication context → timing, location, and relationship

⚠ consider listening

- ↳ listen with your ears, eyes, and heart
- ↳ Use reaffirming nonverbals
- ↳ connect

⚠ socializing in professional settings

- ↳ smile authentically
- ↳ stand or sit tall
- ↳ minimize fidgeting
- ↳ mine for connections
- ↳ keep it positive
- ↳ Ask open-ended questions

⚠ A smart agenda is specific about how people can best prepare for the meeting

⚠ when run meetings

- Allow people time to think
- loop in virtual participants
- paraphrase content and emotion
- pay attention to nonverbals

⚠ when writing emails

- think of your reader's action
- state the action in the first or second sentence
- think twice before sending if no action is necessary

⚠ when explaining a task

- determine process or product
- place actions into buckets
- flex to the learner's need
- what ~ why ~ how logic

↳ show and tell

## ⚠ learning style exercise

- ↳ pick 3-4 coworkers to teach how to make your favorite meal
- ↳ find out how they process information
- ↳ identify the big picture people vs. the step-by-step people
- ↳ list your instructions
- ↳ share & receive feedback

## ⚠ Giving Advice toolkit

- ↳ write down the person's name
- ↳ find something in common
- ↳ build credibility with a past experience
- ↳ rewrite words or phrases in a respectful, humble way

## ⚠ Pitching an idea

- ↳ think about the people whose approval you need
- ↳ consider the decision-making style of the person

↳ consider the message

⚠ when asking for something

- ↳ state the action (be direct)
- ↳ create urgency
- ↳ make the steps easy

⚠ when catching yourself off guard

- ↳ buy time
- ↳ calm yourself
- ↳ use a response formula

⚠ when managing criticism

- ↳ check your listening bias
- ↳ give time to ponder criticism
- ↳ demonstrate empathy
- ↳ Ask questions
- ↳ Use "Yes, and ..."

⚠ when presenting up

