

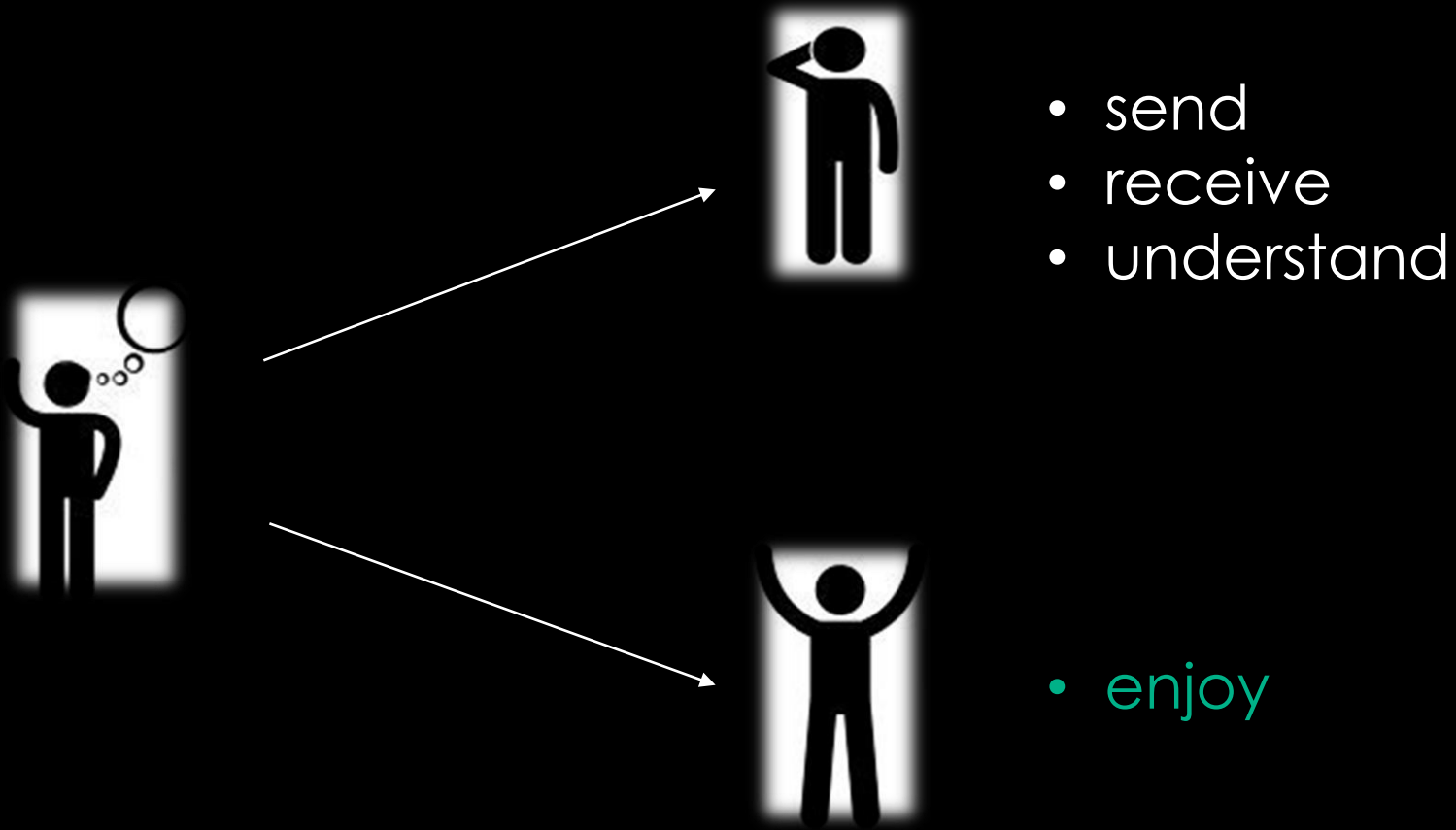
EFFECTIVE COMMUNICATION FUNDAMENTALS

PART 2

How do you build trust with your clients?

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IDEA OF COMMUNICATION



THE LANGUAGE OF MEETINGS

CLARIFYING

How do you check if someone understands what you have said?

Does that make sense (to you)?

Do you know what I mean?

Are you with me so far?

You know/see?

Right?

THE LANGUAGE OF MEETINGS

CLARIFYING

How do you check what someone has said?

Excuse me/Sorry, did you say..?

Do you mean...?

If I understand you right, you are saying that..?

So what you are saying is..?

I'm afraid I didn't quite get your last point. Could you go over it again please?

THE LANGUAGE OF MEETINGS

INTERRUPTING

How do you interrupt or say that you want to comment on what someone has said?

If I may interrupt you for a moment, I'd like to...

Could I come in at this point?

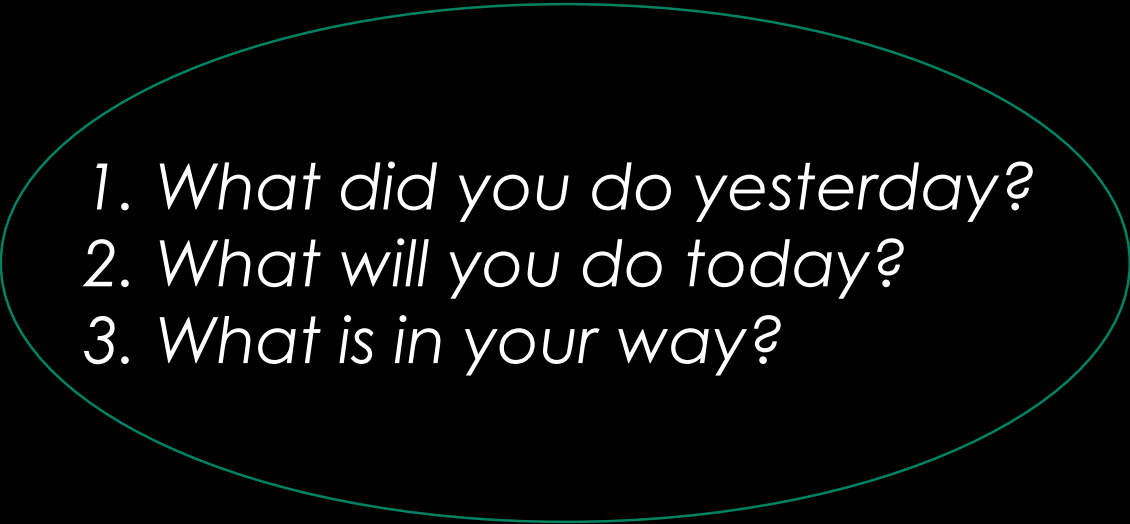
If I could just say a word about...

I'd like to add something here, if I may?

Could I say something about..?

THE LANGUAGE OF MEETINGS

STATUS REPORT

- 
1. *What did you do yesterday?*
 2. *What will you do today?*
 3. *What is in your way?*

I'm done with...

I've completed the task about...

Right now I am working on...

...that's my main focus for today.

Another thing I want to talk about is...

I'm on track to finish/get/...

I'm blocked by...

I'm not blocked by anything.

That's all I had.

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SHOW INITIATIVE

C: Anything else?

C: Are we waiting or shall we start?

C: Who will start?

SS: SILENCE 😞

SS: No questions or concerns here. Thank you.

SS: I suppose we can start.

SS: Me/I can/I will.

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CALL PEOPLE BY THEIR NAME

Yes, it sounds good.



*Yes, **Adam**, it sounds good.*

Thank you for the comment.



*Thank you, **Sandi**, for the comment.*

Oh, I didn't know you had no access.



*Oh, **Aaron**, I didn't know you had no access.*

SHOW EMPATHY AND REFLECT

C: I feel a bit dizzy today.

SS: *Ok.*



SS: Oh, I'm sorry.

SS: Sorry to hear that.

SS: Hope you feel better.

C: You are killing it. Keep up the good work.

SS: *SILENCE*



SS: Thank you. We hope we can keep it up.

SS: Thanks, always happy to do a good job.

SS: Thank you, we are glad it went so well.

How would you **respond** to **build better relationships**?

I am just from vacation.



*You must be full of enthusiasm
now to get down to business.*

*We are again the first to join
the meeting.*



*Looks like we are the most
punctual people in the team.*

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MISTAKES WE DON'T KNOW WE MAKE

Do you hear me?

Can you hear me?

Its depend from

It depends on

Please look on this report.

*Please have a look at this
report.*

I suggest to have a demo.

I suggest having a demo.

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MISTAKES WE DON'T KNOW WE MAKE

I am working **hardly**.

I am working **hard**.

I have a lot of **job** now.

I have a lot of **work** now.

I **am** agree.

I agree.

From my opinion

In my opinion

MISTAKES WE DON'T KNOW WE MAKE

What what?

Sorry, I didn't catch. Could you please repeat?

*Can you speak **more louder**?*

*Could you **speak up** a bit please?*

***From** the one hand and **from** the other hand*

***On** the one hand and **on** the other hand*

*I am interest**ing** in...*

*I am interest**ed** in...*

QUESTIONS?

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THANK YOU

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