

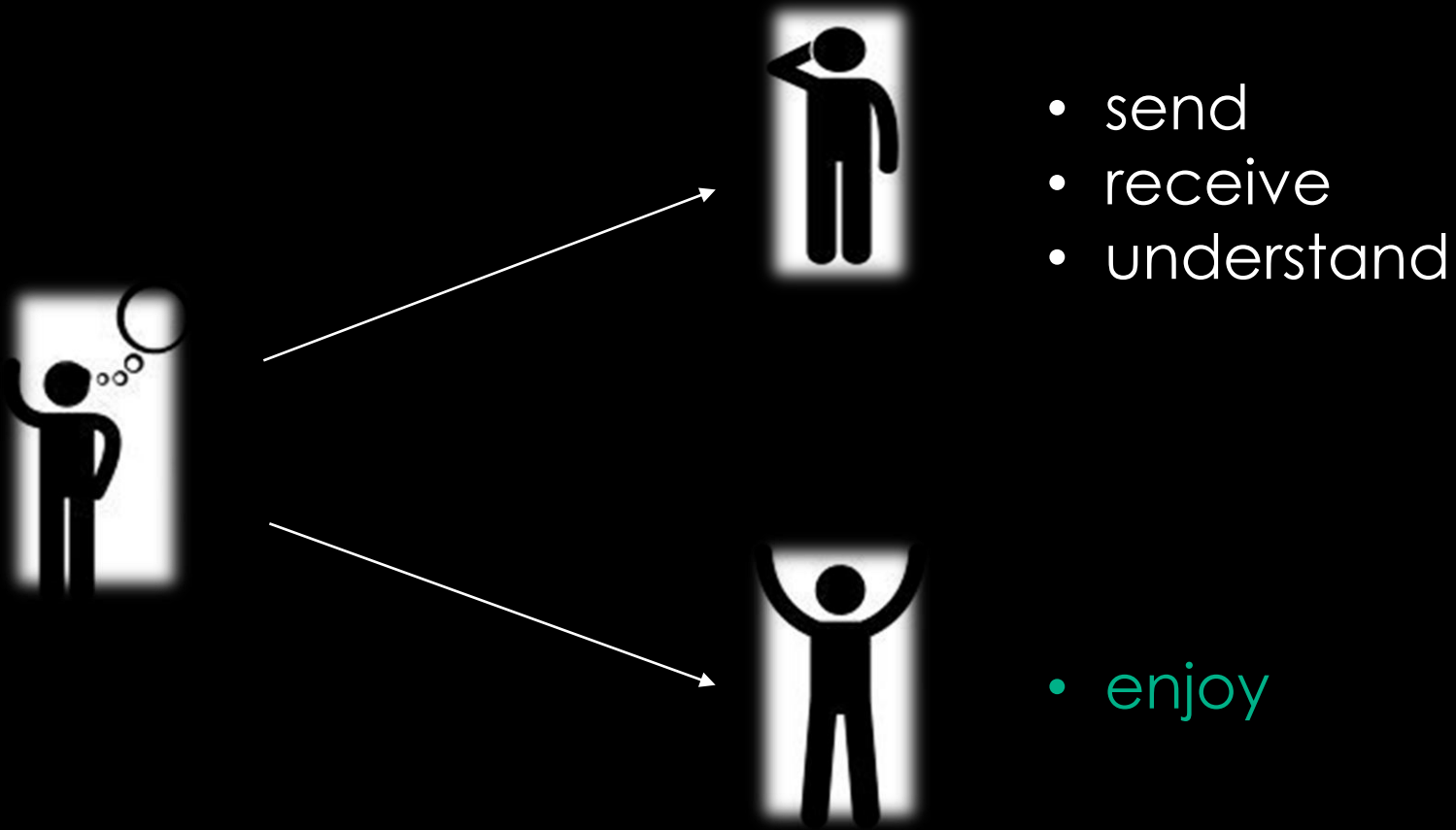
EFFECTIVE COMMUNICATION FUNDAMENTALS

PART 1

How do you build trust with your clients?

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IDEA OF COMMUNICATION



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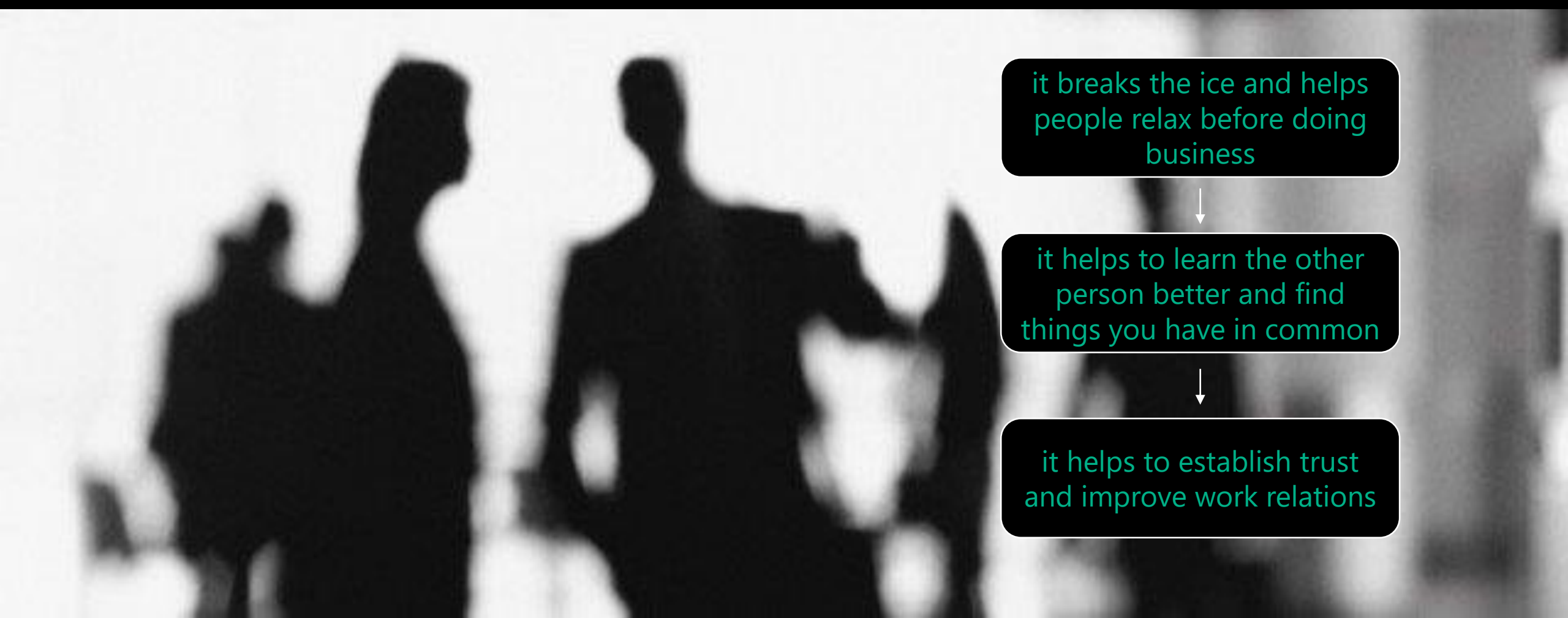


“

*Communication
skills are like a
muscle,
they need exercise.*

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SMALL TALK is the biggest talk we do



it breaks the ice and helps
people relax before doing
business



it helps to learn the other
person better and find
things you have in common



it helps to establish trust
and improve work relations

BE PRESENT



“

*Listening without
distraction is the greatest
value you can pay your
interlocutor.*

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ALWAYS ACKNOWLEDGE WHEN YOU LISTEN



Keep it cute or put it on mute



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How would you respond to **build connection**?

I didn't expect him to react like this. I told him about the situation, what it was like and he started shouting and lost his temper...I was really surprised...



So, you told him everything and his reaction was unexpected for you.

You must feel absolutely confused now.

And had such a situation ever happened before?

BE **SOLUTION**-ORIENTED



EXAMPLE:

I couldn't solve the issue today and probably won't be able to solve it this week.

TRANSFORMED:

I spent whole day working on the issue and need a couple of days more.

How would you **emphasize** a possible **solution**?

I can't merge it until I get his fix.



I'll merge it as soon as I get his fix.

*We don't have clear
processes.*



*We need to improve our
processes./What about improving our
processes?*

*I can't do it without his
approval.*



I can do it after he approves it.

SOUND POSITIVE AND POLITE



EXAMPLE:

*I don't know
I can't
I won't*

TRANSFORMED:

*Unfortunately
I'm afraid
I'll try
Hardly*

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How would you make it sound more **positive and polite**?

Please do it today.



Could you please do it today? / I would be really grateful if you could do it today.

I can't make it today.



I'm afraid I won't be able to make it today. How about tomorrow morning?

Can you start working on this today?



I was wondering whether you could start working on this today?

ANSWER WITH THE 'SO WHAT'

Can I change my IP address?

Yes, you can.

How can I do it?

You do this and that.

Could you show it to me?

*Yes, you can. Would you love me to
show you how to do it?*

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QUESTIONS?

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THANK YOU

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