



Consulting Secrets

for

Effective Communication

Jeffrey Davidson

twitter: @JeffreyGoodReq

blog: goodrequirements.com

email: jeffrey@davidson.net



Secret #1

Believe In **You**

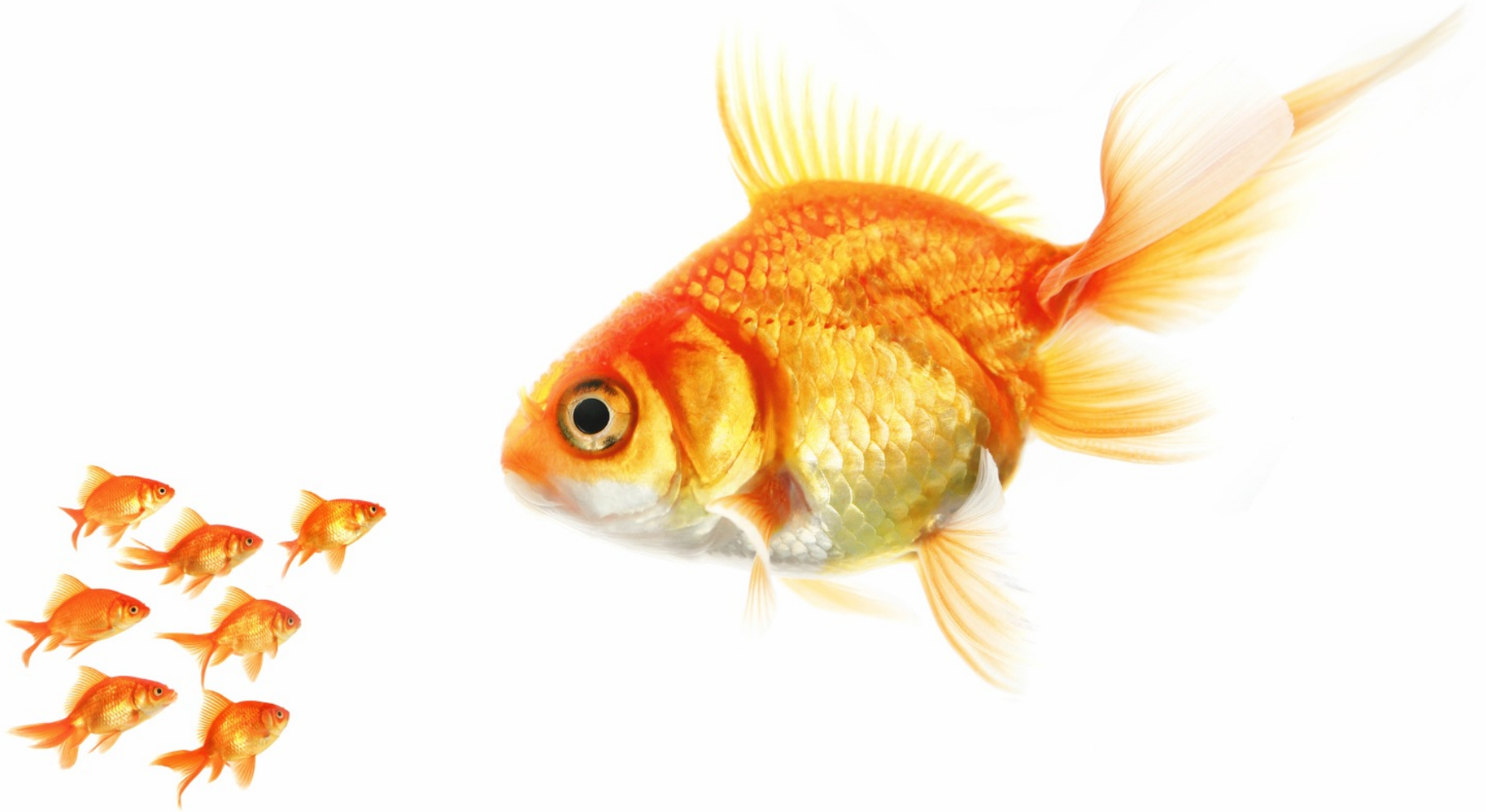
Mouse or Lion



Expect the Best



Be Engaged



Control Yourself



Secret #2

Manage Yourself

Say what you're going
to do

Then do it



Validate assumptions



Let people know you are
on track to finish



If you're going to
miss, let people
know early



Manage others in
the same way

Secret #2.5

Secret #3

Say It With **Punch**

Our new business model helps us
deliver better service to clients
because we can deliver everything
through a single contact.

Personalize it

Sarah, our new business model helps us deliver better service to clients because we can deliver everything through a single contact.

Bond it to you

Sarah, our new business model helps
me deliver better service to clients
because we can deliver everything
through a single contact.

Add a compliment

Sarah, our new business model helps
me deliver better service to clients
because **it better positions the
broad knowledge base you've
acquired.**

Bond it to you again

Sarah, our new business model helps
me deliver better service to clients
because it allows **you to help me** by
better positioning the broad
knowledge base you've acquired.

Add an intrinsic compliment

Sarah, our new business model helps
me deliver better service to clients
because it allows you to help me by
better positioning **your natural
talent to relate to others.**

Acknowledge

Sarah, our new business model helps **me** deliver better service to clients because **it** allows you to help me by better positioning your natural talent to relate to others. **I'm counting on your support because I know others respect you and your work, so I'd appreciate your help.**

Commitment

Sarah, our new business model helps me deliver better service to clients because it allows you to help me by better positioning your natural talent to relate to others. I'm counting on your support because I know others respect you and your work, so I'd appreciate your help. **Will you help me out?**

Secret #4

Meet Right

To Be On Time Is To Be Late



PSSST!



Build Excitement



Secret #5

Take a Moment

Immediately after every lecture, meeting, or any significant experience, take **30 seconds**—no more, no less—to **write** down the **most important points**.

Resources

- Amy Cuddy, *"Your body language shapes who you are,"* video, <http://on.ted.com/Cuddy>
- Jeff Haden, *"11 Body Positions & Gestures That Will Improve Your Performance,"* article, <http://buff.ly/1frDMRe>
- Jasmine Johnson & Alice May Williams, *"A Glossary of Gestures for Critical Discussion,"* website, <http://bit.ly/MKjrtG>
- Mike Lehr, *"Leverage Relationships in Conversations,"* blog post, <http://bit.ly/1f8GEDS>
- Doug Lemov, *Teach Like a Champion*
- Kate Peters, *"5 steps to greater influence,"* blog post, <http://bit.ly/1bLMadB>
- Robyn Scott, *"Moment of Reflection,"* article, <https://medium.com/sonra-oku/2c3f948ead98>

License



This is licensed under CC BY 4.0

- Please *use it*
- Please *share it*
- Please *improve it*
- As long as you credit me somewhere



Consulting Secrets

for

Effective Communication

Jeffrey Davidson

twitter: @JeffreyGoodReq

blog: goodrequirements.com

email: jeffrey@davidson.net