

EPIC

Effective Professional Inspiring Competent

Project Management

Fundamentals

Impactful Client Communication

Agenda

- ❖ **Push Back**
- ❖ **Effective Emails**
- ❖ **Powerful Presentations**

Push Back

Would you please...?

- **Drop me to my hotel on your way home...?**
- **Help me consolidate the assessment data collected in these sessions in an excel sheet...?**
- **Will you take me saree shopping today evening after the session?**

How will this affect **YOU**?



- **Impact your work**
- **Stress you out**
- **De-prioritize your family or yourself**
- **Make you feel under-valued or disrespected**
- **Put a strain on financials**

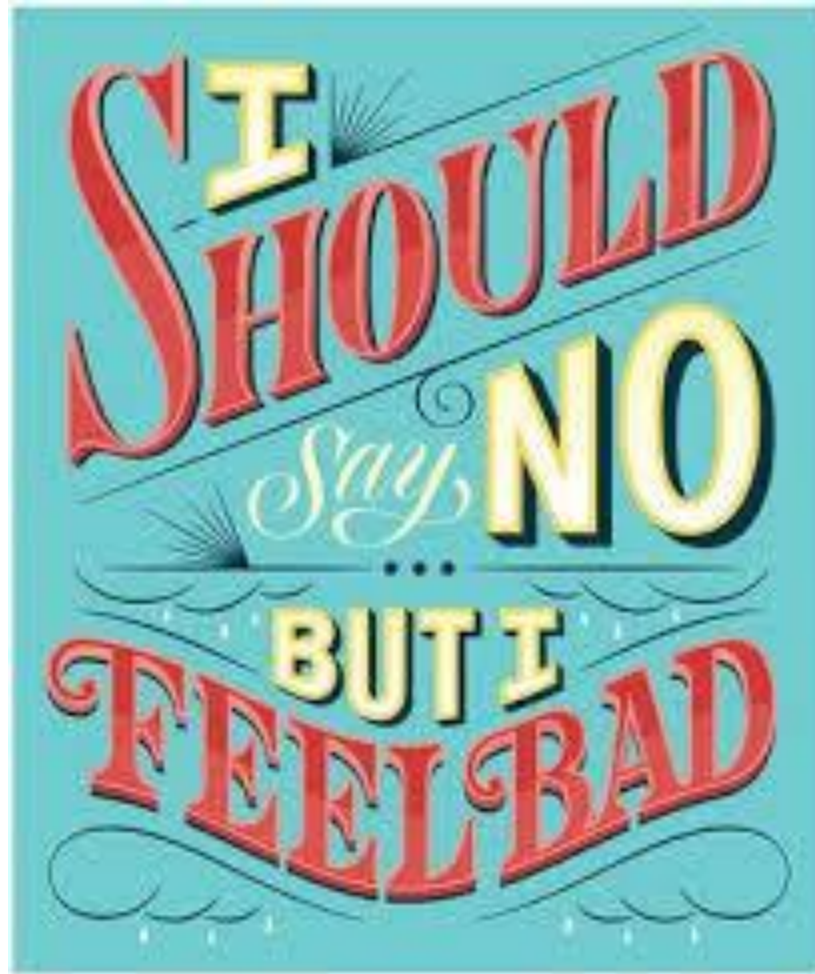
Why Don't We Say "No"?

Pick a Buddy.

Discuss the topic with your buddy

Why Don't We Say No?





Why Indian's Can't or Don't Say "No"

Culture

- Indian culture is very friendly and being too direct at work can be misunderstood as being arrogant / disrespectful
- Not saying "no" is an important part of politeness and "saving face"
- We are usually more keen to help out somebody than not help them
- The most important goal in life is to establish harmony between yourself and the rest of the universe

Opportunities & Competition

- There are so many of us, and the opportunities are relatively few
- Being part of the right opportunities makes a big difference.
- So say Yes! to as many opportunities as feasible.

Fear

- If I say No, we may lose the client
- If I say No, then somebody else will do it, and overtake me / my job

What we Say Instead of “No”



What is the Impact?



You & Your Firm

- Lose Respect
- Lost Authenticity
- Lose Trust

Your Client

- Becomes more suspicious
- Tracks more rigorously

DON't SAY
"Maybe" if you
want to say



When to Say “No”

When it is Appropriate

appropriate *adjective*

suitable, acceptable or correct for the particular circumstances

Saying “No” every time will not do... We are here to help the customers.

Choose wisely when to say “No” & Push Back

How to Say “No”

Diplomatically

‘No’ is never an outright ‘No’

Use the right phrases

Be assertive – not aggressive or rude

Don’t feel guilty or fearful

How to say “No” Diplomatically

**Use assertive phrases,
coupled with explanations
& assumptions**

**Stick to facts, never
feelings or emotions**

**Come up with a Solution or
Strategy**

Avoid Generic Phrases

Use ‘We’ rather than ‘You’

**Always ask for & agree to a
Deadline**

How to say “No” Diplomatically

Use assertive phrases, coupled with explanations & assumptions

- For instance: ‘We can’t do it that right now, as we are in the middle of testing the current release’
- The explanations help the client understand that you
 - are not being disrespectful or insubordinate, you are taking the time to manage their requests to the best of your ability
 - there are good reasons why you cannot complete the activity now or in the timescales suggested
 - Your assumptions will get validated. If they are valid your client will understand; if not, No can become Yes for you!

Stick to facts, never feelings or emotions

- For instance, ‘It will take 3 days to implement the new feature’
- You know precisely how long things take to do, so help the client to understand that too

Come up with a Solution or Strategy

- To enable you: (a) to get the job done; and (b) to meet the expectations of the client
- For instance, ‘I can’t do that right now, but could I suggest we speak after the release? If we meet tomorrow at say 1:30 pm, it will then take me about an hour to prepare the report, and I can ensure that you receive it by EOD

How to say “No” Diplomatically

Avoid Generic Phrases

- Such as: ‘We are already overloaded!’ or ‘You know how hard the team is already working’
- These don't look good on your part and aren't helpful
- Assertive responses are always precise statements based on seeking a win-win solution.

Use ‘We’ rather than ‘You’

- For instance, ‘Can **we** agree to a better format of reporting’; or, ‘If **we** need to make last minute changes...’
- It is less threatening and more supportive, though the message about needing to change something is still as effective.

Always ask for & agree to a Deadline

- But make sure the deadline is realistic.
- For example: ‘The additional feature will take me about 3 days to implement, and then we will need to test it. So, can we agree that we will deliver it by Monday instead?’

Summary



Effective Email Communication

The average business professional receives 121 emails a day!

How do you get your important emails to shine through an already flooded inbox?



Email Etiquette!

Email Etiquette

Email etiquette is a **crucial** set of **principles** for socially and **professionally acceptable** email communication.

Email Etiquette = Professionalism

Why Is Email Etiquette Important?



Professionalism

Show that you are ready for your future career



Efficiency

Look efficient sending to-the-point messages



Respect

Avoid unnecessary embellishments & small talk.

Principles / Rules of Email Etiquette

Pick a Buddy.

Discuss the topic with your buddy

Principles / Rules of Email Etiquette



Principles / Rule of Email Etiquette

Discuss this topic in groups of four participants

Assign each person one of the following roles:

Writer

Documents the important points that will be presented at the end.

Presenter

Shares the group's information with the class.

Facilitator

Keeps all group members involved and generates discussion.

Timekeeper

Keeps the discussion at 5 minutes. Shares key time checkpoints.



Email Etiquette

DOs

- **Use a Professional greeting**
- **Double-check your attachments**
- **Give timely responses**
- **Use a professional signature**
- **"Reply all" only when necessary**
- **Set out-of-office replies**
- **Think twice before forwarding**
- **Respond to all emails, including meeting invites**
- **Use standard fonts & sentence case**

DON'Ts

- **Hit "Reply All" by default**
- **Use CAPS**
- **Use emojis**

Who?

Recipients

To:

Only the person who needs to act after receiving the email

- If this person is in Cc, chances are he / she will not see your email for days or weeks!

Cc:

Only the people who need to know

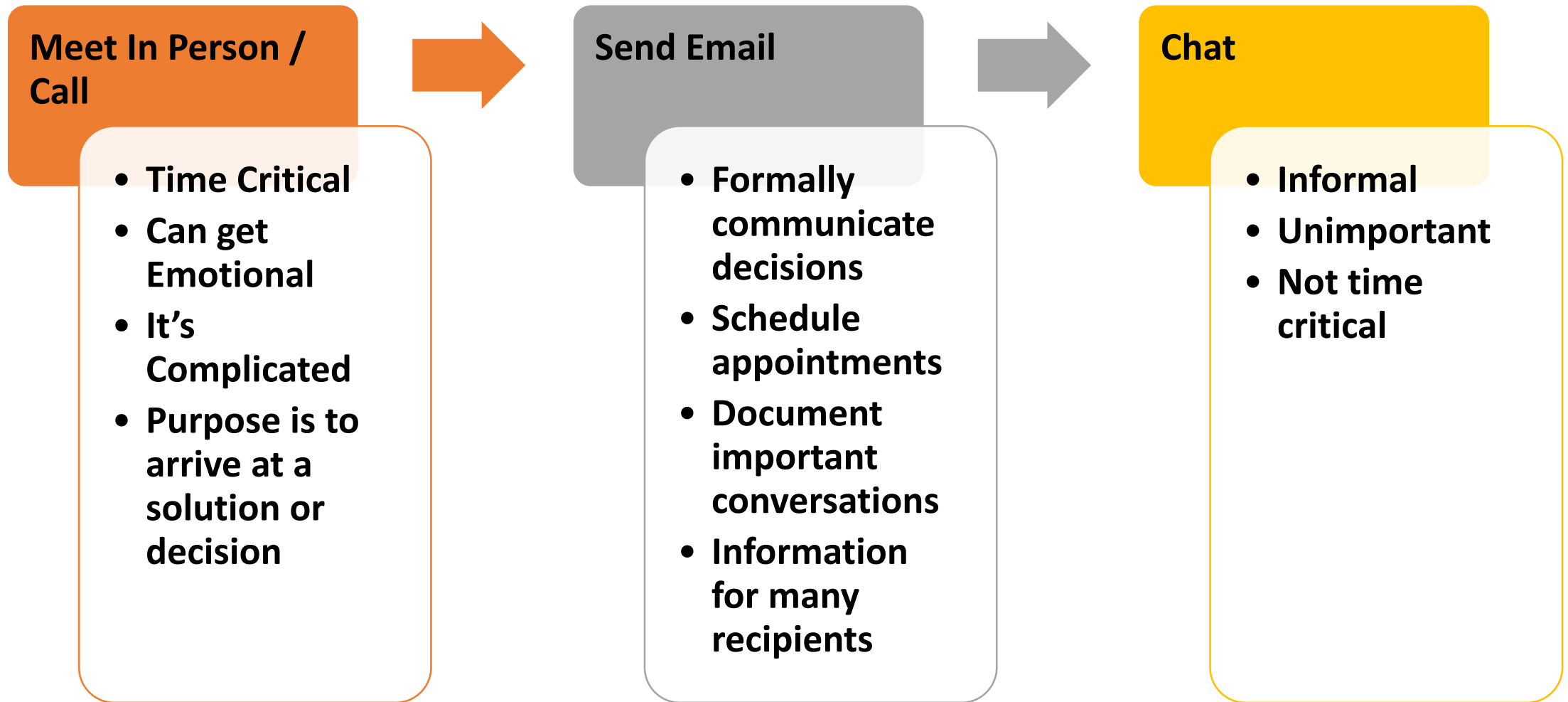
- If these people are in To, they will wonder what action you are expecting from them
- If there are unnecessary people in Cc, there will be unnecessary replies, which may cause the main message to get lost

Bcc:

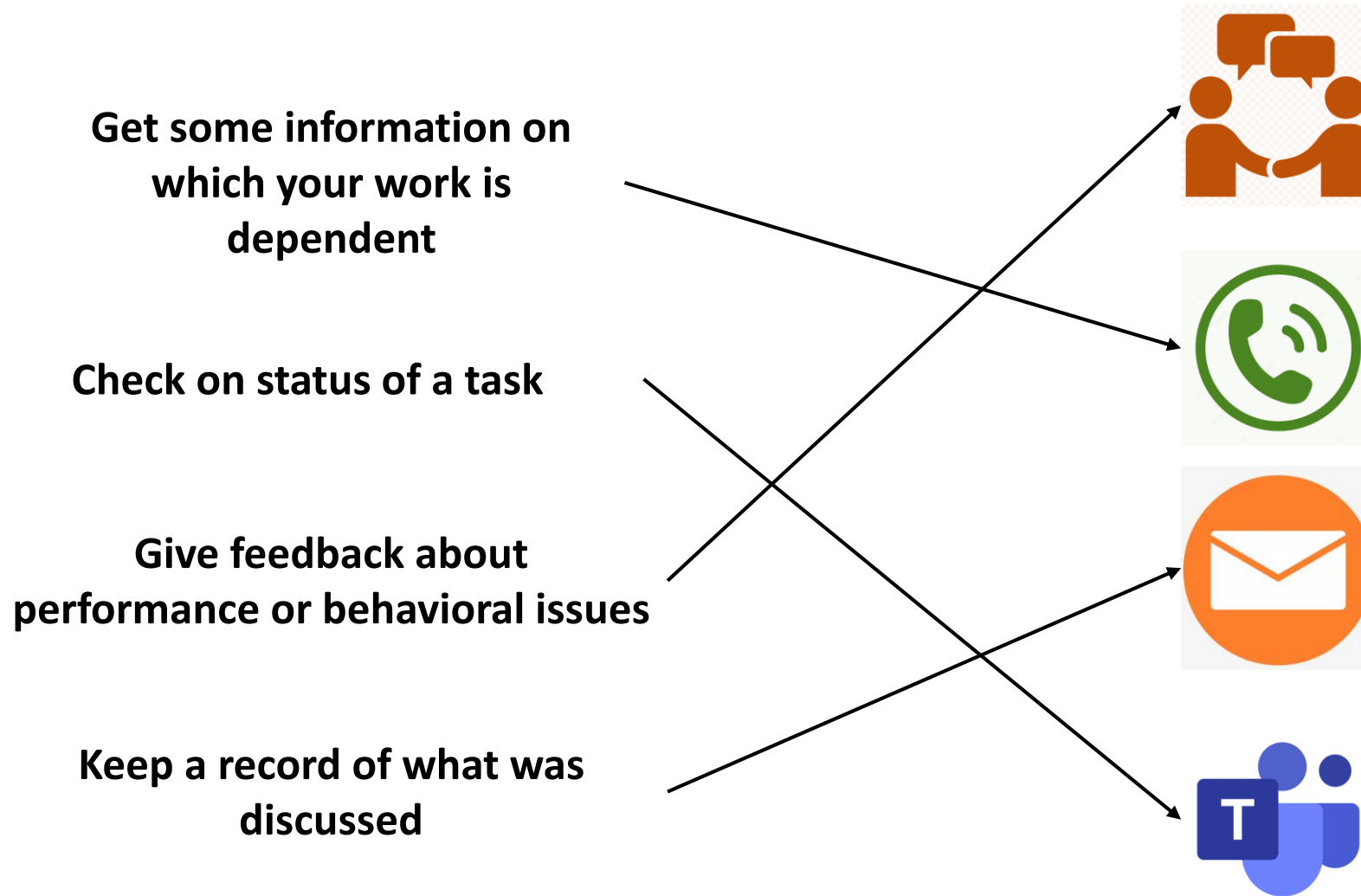
No-one (recommended)

- This field can be dangerous – avoid putting anyone here as far as possible

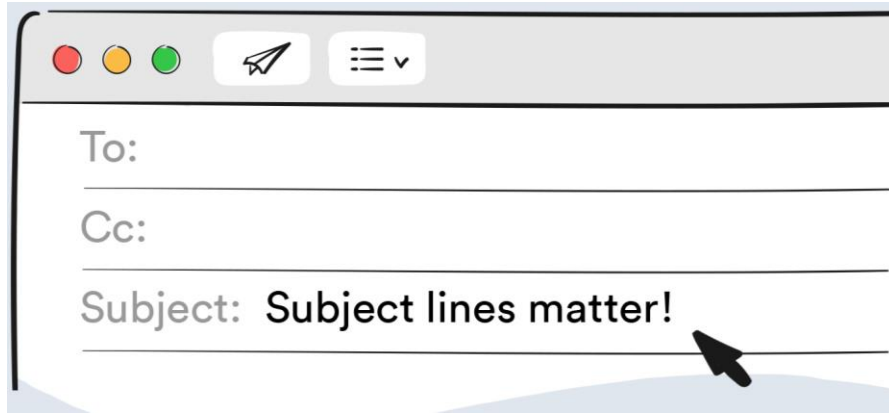
When?



What will you do when you need to...?

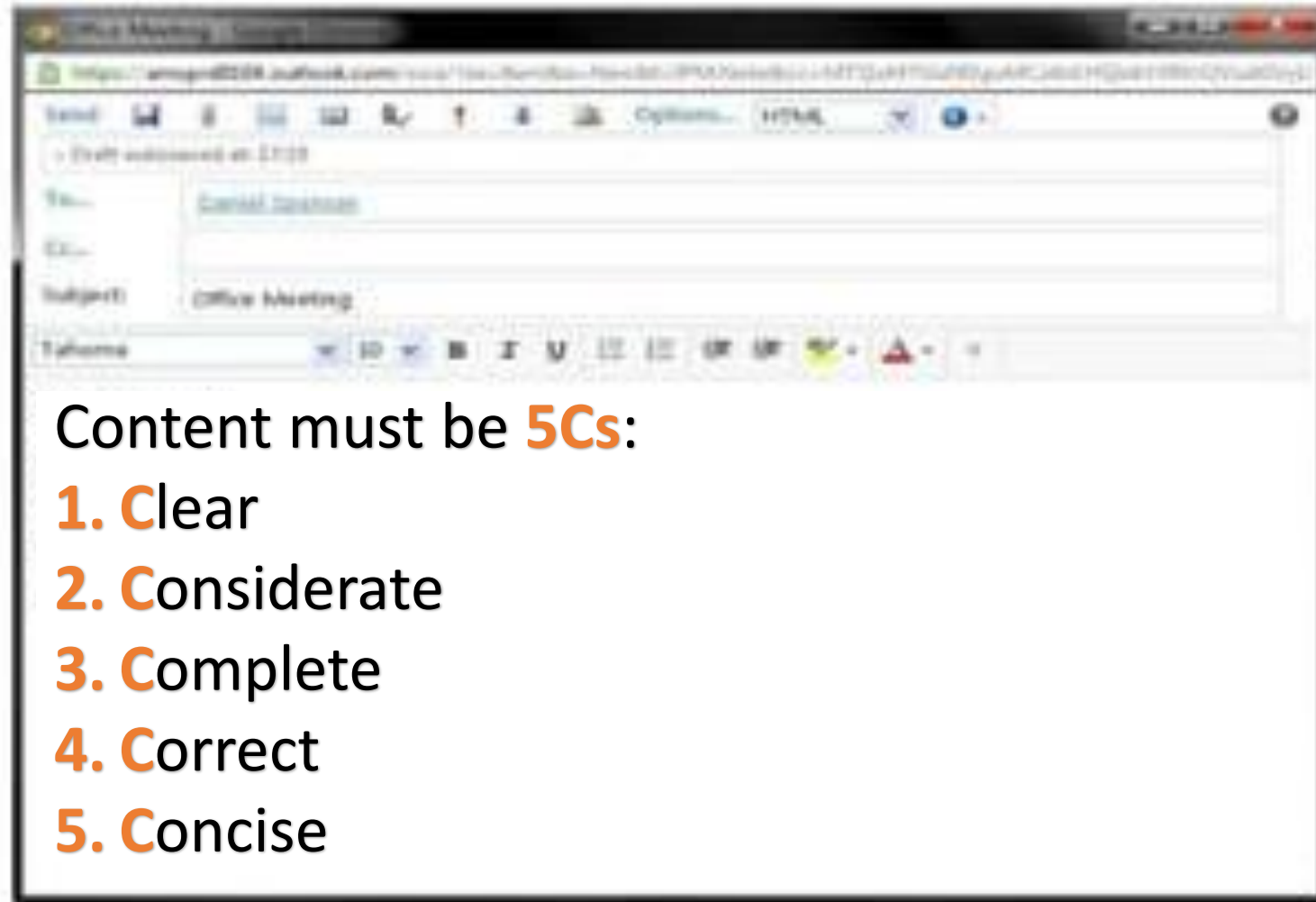


How?



- **Mention Objective of the email in the Subject**
 - Catch attention of the recipient
 - Make him / her interested enough to read the email
- **Use the right words**
 - **Urgent, Request Approval, Need Attention** – will stand out from the other hundred emails in the Inbox
- **Keep It Short & Simple**
 - Subject line should not be more than 8-10 words

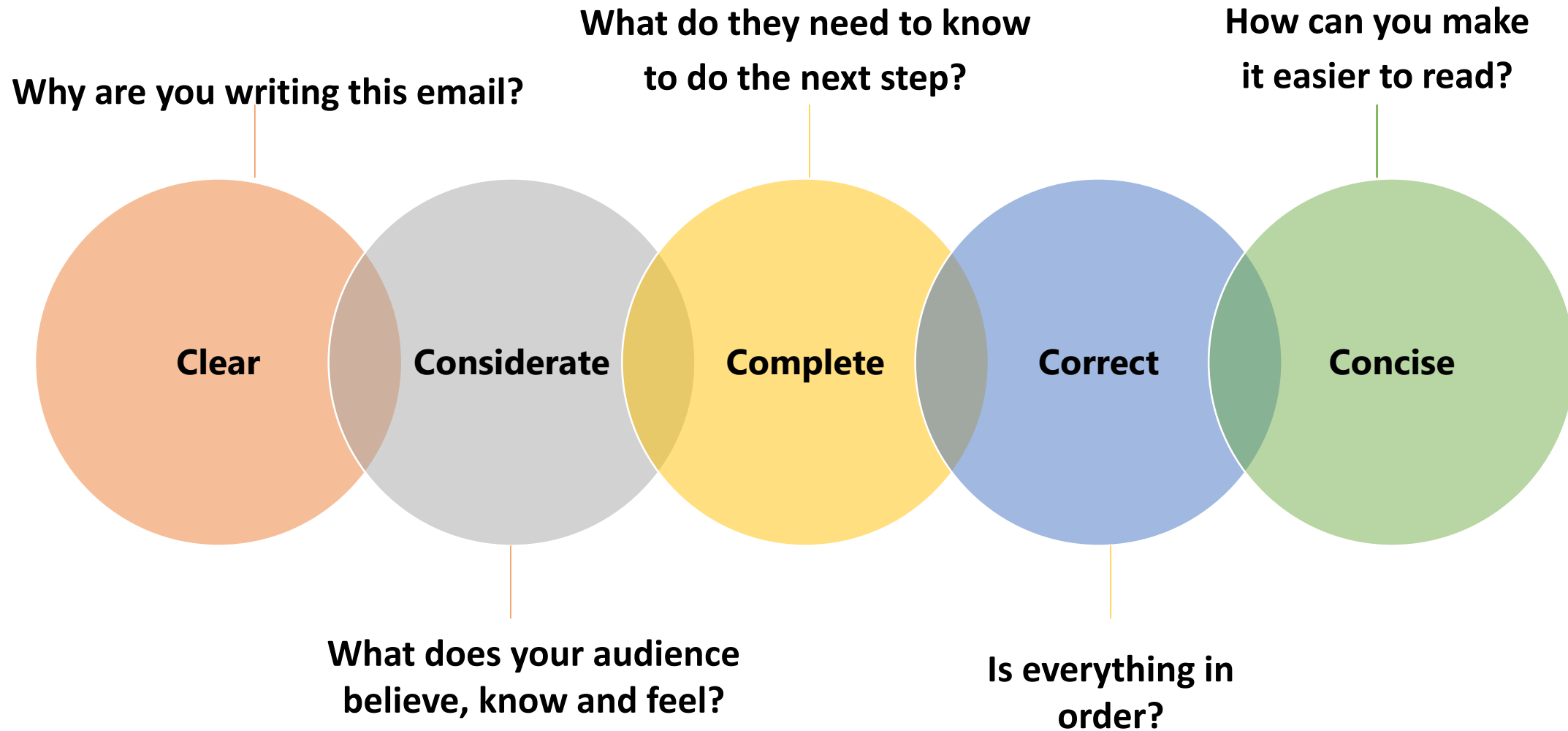
How?



Content must be **5Cs**:


1. **C**lear
2. **C**onsiderate
3. **C**omplete
4. **C**orrect
5. **C**oncise

Recap

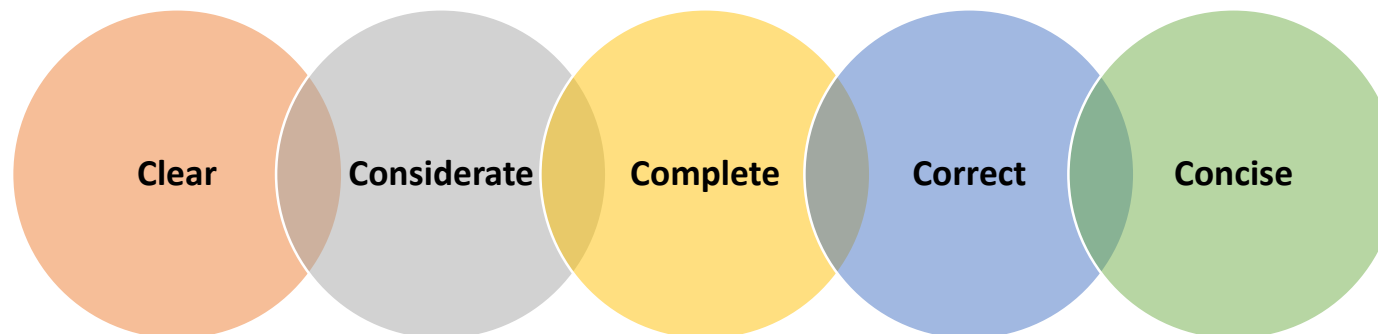


Let's Practice

The client has escalated an issue that has been ongoing for a while.
They seek a resolution and response.

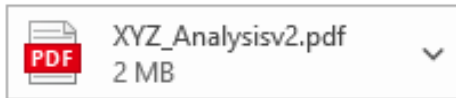
Subject	Analysis for Raised Issues
<div> XYZ_Analysisv2.pdf 2 MB</div>	
<p>Hello Simon,</p> <p>As per the action item from last meeting I have updated the required info. Please find the attached updated PDF.</p> <p>Regards, Ajay</p>	

Let us improve this email using the **5Cs** model



Is this Better?

Subject Analysis for Raised Issues



Hello Simon,

I can understand your frustration given that this issue has persisted since August 2021. Thank you for your patience while we resolve it.

The issue arose due to xyz. Below is a summary of the key points from the analysis:

- Point 1
- Point 2
- Point 3

As per the action item from the last meeting, I have updated the required information - please find attached the updated PDF.

Request you to kindly review it and share your feedback. Please also let me know if any additional information is required.

Regards,
Ajay

What are your key
takeaways from this
session?



Powerful Presentations

Think

Think about a powerful presenter / communicator whose style inspires/ impresses

List 2 Points why you think their style is impactful?

3 Ps of Presentation



Plan

- Know your audience
- Know your topic well
- Outline your presentation

Prepare

- Use short sentences
- Use pictures for better recall
- Use graphs to represent numbers
- Practice your presentation
- Keep slides and visual aids simple

Present

- Keep an engaging pace and tone
- Use voice modulation
- Eliminate filler words
- Use nonverbal cues

5 Elements



Objective

- What do you want to achieve?
- What action do you want audience to take?



People

- Demography
- Culture
- Competency
- Psychology



Time

- Time Zone
- Duration
- 320B



Tools

- Presentation
- Technology
- Infrastructure
- Whiteboard



Methods

- Virtual
- In-Person
- Hybrid

Let's Practice

Make groups of four participants

Present Key Learnings & Benefits from this Program in 3-5 mins



Thank You



<https://www.linkedin.com/company/talent-academy-taualpha/>