

Stage One — Start strong

Understand your company

- Learn in the first 100 days after entering your company
 - Where it came from
 - What it stands for
 - How it makes its money
 - Who the key people are
 - Where it is going
- Read the company's annual report
- Read an outside analyst's assessment of the company
- Ask stars to tell the inside scoop on the company
- Get engaged by joining a club, team, or professional network in the firm
- Volunteer to help with a company event and do it well

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What is effective communication

- Clarity
 - Write a quick outline before any communication
 - Topic -> Three main points -> Next items for audience
- Good Storyteller
 - The use of simple, evocative imagery
 - The ability to create human empathy
- Choose the right medium
 - Email or text / message may not be the best option to resolve the conflicts
 - Audio, video can be better
 - Meet in person may be the best in some cases