

Business Communications Workshop

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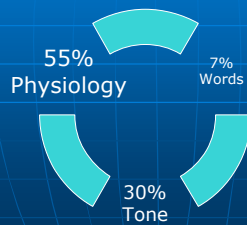
Business Communications

■ Today we will:

- Share and learn appropriate and effective means of dealing with unhappy and/or angry people who come to us for advice, help, and/or service.
- Enhance our skills in assessing our own and others' non-verbal language.
- Discuss and participate in the development of a desk reference tool.

Business Communications

■ Composition of Communications



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■ Overcoming Communication Barriers

- A message doesn't contain meaning.
- Meaning exists in your mind and in the mind of your receiver.
- To understand each other you must share similar meanings for words, gestures, tone of voice and other symbols.

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■ Non-verbal Communication

- Gestures
- Facial expressions
- Silence
- Tone of voice
- Stance
- Posture
- Movements

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■ Strategies to use to overcome communication barriers

- Feedback
- Consider the words used
- Use empathy
- Timing
- Be positive rather than negative
- Select best location
- Listening
- Check written communication

Business Communications

- 7 Laws of Maximum Communication
 - 🗨️ It's not about you.
 - 🧠 The unconscious mind is your most important ally.
 - ❓ Questions are the answer, aren't they?
 - 🔁 Perfect practice makes perfect.
 - 🎯 You must know your outcome before you start.
 - ⌚ The results of the communication is the responsibility of the communicator.
 - 🔄 If you aren't getting the result you want, increase your flexibility.

Business Communications

- Things to remember when communicating
 - Work toward better communication
 - Be effective
 - Recognize barriers
 - Communicate positively
 - Achieve clarity
 - Choose a method
 - Cultural differences
 - Combine methods

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- Successful Communication
 - PERCEPTION = REALITY
 - It's not about the facts
 - YOUR GOAL IS TO ESTABLISH
 - Trust
 - Credibility

COMMUNICATION IS A SKILL

Business Communications

- Communication Rules:

- Non-verbal communication...

- When trust is low and concerns are high, non-verbal cues

- Take on more importance and meaning
 - Are observed intensely
 - Are interpreted negatively
 - Override what you say
