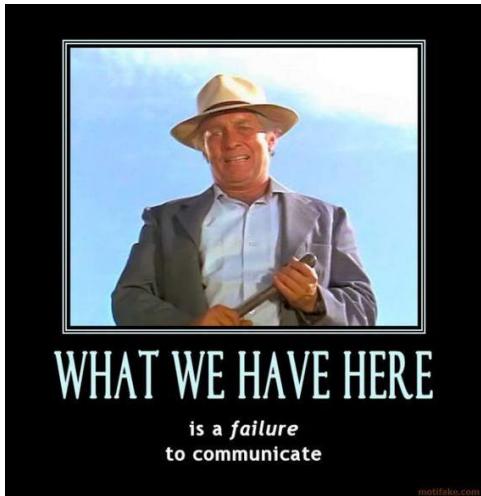


# The ROCK #13 - Communicating in Person



Your interpersonal skills in verbal communication will determine the amount of success that you will have in all things you do.

## Don't Have a Failure to Communicate!

Communication skills, either verbal, written, or otherwise are the "root of all evil" or the "root of all success." Your interpersonal skills in communication will govern the amount of success you will have in all things you do. You may have the best vision. However, if you can't communicate it to others, why have it? You may be the best problem solver.

However, if you can't communicate, who will

help you solve the problem? You may be the best teacher. But if you can't communicate, who will learn? You may be perceived as the best leader, but if you can't communicate who you are, who will follow? The effective use of words, tone, expressions, and gestures will define how effective your communication skills are. "Communication is the key to ALL that YOU become!"

## Types of Communication

- In person – one-on-one
- In person – in discussion groups
- Public speaking with presentations
- Face time – one on one
- Video conference – one-on-one or in groups
- Telephone – one-on-one
- Telephone – conference calls
- Texting – one-on-one
- Texting – groups
- Emails
- Hand-written notes

## Succeed in Any Conversation

*"Positive People Can Take on the World!"*

- Rick Pitino-Basketball Coach/Speaker

Convince yourself and commit to the conversation. Go with a positive attitude and show it. Be prepared to say something. Always participate, but don't dominate. It is not a competition, however, "knowledge is power." Be up-to-date on current events and popular culture. Know the topics that might come up, and the people that you might have a conversation with. But remember, conversations are often unpredictable and often you don't know when and how they might take place. Practicing does not always make perfect conversations. Also, rehearsing can make you stiff and not very authentic.

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Confidence is the most important thing that you can bring to any conversation. Expect to be an important part of the conversation. Expect to be liked and accepted. Be happy about being there and being you. Your attitude is contagious. If you are happy, everybody will be happy, too. People mirror your attitude and your emotional state. If you are enthusiastic, they will be too. But if you are boring, they will be bored. Remember, people will behave the way you think they will behave. If you think they will be positive about you, they probably will act that way toward you. If you think that people will be negative about you in some way, they will. You must believe in yourself and others will believe in you.

A major part of a successful conversation is how you make people feel about themselves. Show you like the person that you are talking to. Make them feel good. Make them feel important. Ask questions about them and show that you are interested and impressed with their answers. Encourage them to tell you more and listen attentively. This will produce the conversation that you want to have.

## Objectives of Good Communication Skills

- Be more comfortable in your own skin
- Be more accepting of others
- Live your life based on what is important to you...your vision, dreams and goals
- Be able to communicate to others even though negativity surrounds you
- Create and attract enthusiastic people
- Consider the opinions of others
- Know exactly what your vision is and how to share it with others
- Know how to make connections and build strong relationships

## Interpersonal Communication

- Listen twice as much as you talk.
- Never interrupt while others are speaking.
- Never let your mind wander while others are speaking.
- Put yourself in the other person's shoes.
- Emphasize respect, kindness, courtesy, good manners.
- Prepare in advance what you are going to talk about.
- Be brief, direct and clear.
- Speak about a problem when you have at least one solution.
- Take responsibility for everything you say or do.
- Don't make excuses when you make a mistake.
- Don't "blame or complain."
- Don't take yourself too seriously.
- Always take your commitments and responsibilities seriously.
- Always give praise for people's achievements.

# The ROCK #13 - Communicating in Person

## Adapting Communication Approach to Each Style

By David Merrill and Roger Reid

### Categories and Characteristics of Each Style

The Driver	The Analytical
Action-oriented	Precise
Goal-oriented	Organized
Strives for results	Careful
Reacts quickly	Methodical
Decisive	Serious
Independent	Industrious
Disciplined	Persistent
Efficient	Exacting
Perceived as:	Avoids conflict
Dominating	Perceived as:
Harsh	Stubborn
Secure	Distant
	Non-engaging
The Expressive	The Amiable
Sociable	Looks for cooperation
Stimulating	Looks for acceptance
Enthusiastic	Prefers to work with other people
Motivational	Friendly
Spontaneous	Supportive
Outgoing	Respectful
Energetic	Willing
Friendly	Dependable
Perceived as:	Agreeable
Excitable	People-oriented
Impulsive	Perceived as:
Undisciplined	Conforming
Charismatic	Unsure
Manipulative	Pliable
Ambitious	Independent
Egotistical	Awkward
Overly reactive	Compliant under stress
Expressing opinions not facts	
Resorting to personal attacks	

**Everyone fits into more than one of these 4 styles.**

# The ROCK #13 - Communicating in Person

Conventional wisdom says everyone has a dominant style. This tends to slot people into a category. It is the driver to their career path. Supervisors tend to place them in jobs that fit their “category.” This is based totally on their perceptions of the category, rather than the person themselves. What if you learned to change the negative perceptions of others of each style? You could choose the best of each category and demonstrate those traits.

- There would be no wall of separation between the styles.
- Each style could have total synergy with the other styles.
- You could learn and practice the best of all 4 styles.
- You could build relationships with anyone.
- All styles could influence and persuade anyone.
- All styles could relate to you and you could relate to any style.
- The walls of non-production connections would come falling down.
- Teamwork would blossom and productivity soar.
- The world would be yours and all you bring with you!

## The Advantages and Power of Story in Conversation

- Have a better chance of getting your point across
- Tap emotions and create a passionate impact
- Are more memorable than other communication vehicles
- Are more humorous than the noise of overwhelming information
- Create a shared experience with your audience
- Have the power to inform, instruct and inspire

## Stories Can Be Used to...

- Provide important information about you and the leader you really are
- Offer a window to your values, motives, and passions
- Frame the past and generate a shared fundamental understanding upon which to build a relationship
- Position threats and opportunities
- Bring a need for change into sharp focus
- Preview the future, creating a vision that motivates and inspires
- Package lessons and insights in a quick and memorable fashion

Julie Giuliani  
*The Psychological Power of Story Telling*

# The ROCK #13 - Communicating in Person

## Effective Feedback-The Secret of Communicating with Others

Feedback is a way to reinforce positive behavior and move your audience to a more productive course of action and engagement.

### Effective feedback...

- Shows people that you pay attention to them and their actions, words and deeds.
- Is a way to show appreciation for other people's accomplishments.
- Is a way to discuss bad behavior in a positive fashion and redirect their behavior.
- Is a way to point out an alternative course of action.
- Is a way to strengthen your rapport with other people.
- Can motivate and inspire people.
- Can enhance communication and teamwork with others.

### Tips to Making Feedback Effective

- Try to achieve a specific outcome
- Share with people as often as necessary
- Show respect for everyone involved
- Smile and be friendly
- Make sure everyone understands that this is your opinion, not fact
- Listen for the Feedback of the Feedback. It is a two-way conversation.
- Make it realistic
- Follow-up

### Feedback is Most Useful When...

- A person's achievements or ideas need to be praised.
- The opportunity to improve someone's skills are high because those skills are necessary for the endeavor at hand. "Help Someone Help Themselves."
- A person is already expecting feedback because that person knows you know what they did or what they were thinking.
- The person cannot be ignored and you both know it.

### Fear of Giving Feedback

- The person you give feedback to will dislike you.
- It will strain a relationship.
- The person cannot handle feedback.
- The person won't act on your feedback.
- It will not be helpful.
- The situation will be awkward at best.

# The ROCK #13 - Communicating in Person

## Feedback Should Be Avoided When...

- You don't have all the information.
- The feedback won't help the situation because you are sure the person can't control or change the situation.
- The other person is extremely vulnerable and highly emotional. "No feedback is good feedback".
- You can't be calm or patient about the situation. If you are upset, your feedback will be upsetting.
- It is based on your personal views or bias. Your opinions then will be hollow and unjustified.

## Receiving Feedback Well Shows You...

- Value the rewards of receiving feedback.
- Understand that receiving feedback is a form of communication and connection.
- Understand it is an opportunity to improve relationships.
- Interact well with other people.
- Are willing to improve and learn.
- Are coachable.

## How to Receive Feedback Effectively

- Listen carefully to the other person's point of view.
- Consider the intent of the person giving you feedback.
- Ask questions to clarify the other person's opinions.
- Let your defenses down.
- Don't get upset, remember you are learning.
- Don't try to justify the actions, behavior or ideas that might be criticized.
- Identify what you can learn from the feedback.
- Ask the person giving the feedback for input regarding what you can learn.
- If you are not receiving feedback do not be afraid to ask for it.

# The ROCK #13 - Communicating in Person

## Effective Communication in a Group Discussion

Objectives are to get the most out of the discussion; be useful to the rest of the group; be recognized in the group as participant and contributor.

*A good discussion experience involves a happy medium between invisibility in the group and domination of the group.*

### Invisibility Is a Lack of...

- Participation
- Recognition
- Knowledge acquisition
- Contribution to knowledge acquisition of the group

### Domination

- Annoys and distracts people
- Tends to turn off everyone in the group

### Getting the Most Out of Group Discussions

- Prepare yourself for the discussion topic or topics
- Prepare what you are going to say even if it is just one thing. Make a contribution.
- Do not need to comment on everything. Be selective.
- Keep your comments relevant to the subject at hand.
- Smile when you talk and listen.
- When someone asks a question that is followed by silence, do not be shy, speak up intelligently.
- If you do not understand, ask a clarifying question.
- Refer to previous comments made by others in the group.
- Don't cut people off.
- Make eye contact with others while they are speaking.