

Communicate to **CONNECT**
(with clients, colleagues, bosses, & employees)



Developed and delivered by:
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Breakout: **DISCUSS & DEBRIEF:**
What drives you **CRAZY** about how **OTHERS** communicate?



Write your own list

Share with your group

DISCUSS & DEBRIEF

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What drives you **CRAZY** about how **OTHERS** communicate?

Talk too much, too often	Remain silent and disengaged
Interrupt constantly	Slow to respond
Complete other people's sentences	Seldom initiates conversations
Verbalizes every thought process	Has ideas but doesn't share them
Super animated (over the top!)	Shows no expression (do they even care?)

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You have a unique communication style




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Different personalities = strength

"If everyone is thinking alike, then **someone isn't thinking**". -General Patton



"We should take care not to make the intellect our god; it has powerful muscles, but no personality". -Einstein



CONCLUSION: Personality is important -- we are stronger because we are different

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You see the world differently

POINT:
"Difficult people" may not be so difficult ... just different

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ACID TEST:

Q: when you think about your **most difficult conversations**, which do you most regret:


- A) things you didn't say?
- B) things you said?

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TRUST A CERTIFIED ASSEMENT – there's lots

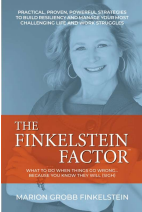
Here's what I use ...



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You see the world differently



"You don't control what life rolls in your direction but you 100% control how you respond."

~Marion Grobb Finkelstein

THE FINKELSTEIN FACTOR™: What to do when things go wrong ... Because you know they will (ugh), Pg. 121

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If You're _____

- Pause, then **RESPOND**
- Participate more, ask questions
- Avoid one-word answers
- Be more animated, speak louder

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If Communicating With an _____

- Allow for "processing" time (e.g., a break)
- Have break-outs or individual input
- Provide heads up and agendas
- Acknowledge the value of their input

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If You're _____ ...

- PAUSE**, then respond
- Listen more, interrupt less
- Be brief, don't repeat
- Be less animated, speak slower

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If Communicating With an _____:

Explain in advance how/when to offer comment ... honour that	Limit the time/amount of response	Interrupt the interrupter
Acknowledge their effort to include your input		

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CAUTION: You can't read their mind ... just their actions



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REMINDER: We're all a mix of E and I

FIXED TRAIT: 	FREE TRAIT: 
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RECAP: strengths

Good listeners	Good mix 'n minglers, initiators
Well prepared and thought out responses	They involve you in their process
Prefer working on their own	Prefer working with others

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CAUTION: When really stressed ...

 shut down & shut out	 shout out & attack
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CAUTION: When stressed out ...

TIP FOR STRESSED OUT _____:

- Share your concerns, respond or initiate
- Give yourself time to think before (ask); recharge after
- Practice what you're going to say

TIP FOR STRESSED OUT _____:

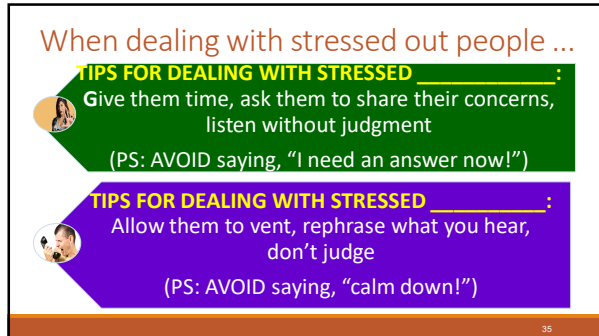
- Express yourself in a safe place – journal, confide, vent
- Slow down and breathe (oxygen)
- Step away, take a break

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When dealing with stressed out people ...

TIPS FOR DEALING WITH STRESSED _____ :
Give them time, ask them to share their concerns,
listen without judgment
(PS: AVOID saying, "I need an answer now!")

TIPS FOR DEALING WITH STRESSED _____ :
Allow them to vent, rephrase what you hear,
don't judge
(PS: AVOID saying, "calm down!")



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CHAT: Your action item?

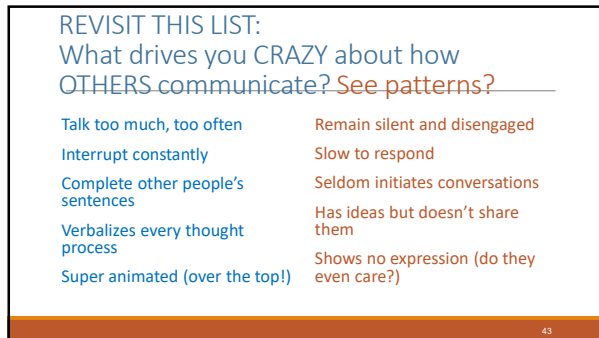
What are you
going to do
differently?



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REVISIT THIS LIST:
What drives you CRAZY about how
OTHERS communicate? See patterns? _____

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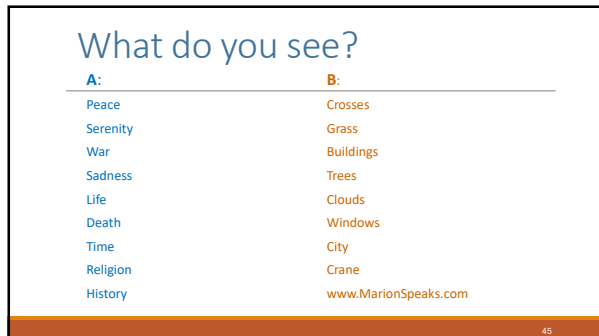
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What do you see?

A:	B:
Peace	Crosses
Serenity	Grass
War	Buildings
Sadness	Trees
Life	Clouds
Death	Windows
Time	City
Religion	Crane
History	www.MarionSpeaks.com



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Big picture or detail thinker



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Big picture or detail thinker



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Am I connecting or confusing?

- _____ thinkers → Have an **intuitive** communication style
- _____ Thinkers → Have a **sensing** communication style
- Managing the differences → Let's see what **YOU** need ...

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If communicating with a _____ thinker ...

- Start with the **BIG** picture, overall goals
- Give the big framework, then fill in the details
- Explain the "why"

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If communicating with a _____ thinker ...

- Start with the beginning, step by step
- Brainstorm the details then **CHUNK** it out
- Explain the "how"

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POINT: _____ and _____ thinkers ... need each other



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CHAT: Your action item?

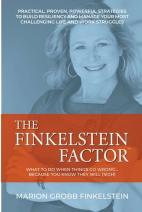
What are you going to do differently?



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Reminder ...



"Small changes have big impact."
~Marion Grobb Finkelstein

THE FINKELSTEIN FACTOR™: What to do when things go wrong ... Because you know they will (sigh), Pg. 143

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Let's stay connected

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My gift to you ...



Questions?
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YOUR gift to me...



A testimonial to
marion@marionspeaks.com

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FINAL THOUGHT:

How you communicate affects how you connect

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