

COMMUNICATION CAN CREATE

REAL RELATION

PRACTICAL PERSUATION



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Really! Personal Persuasions!

- Be Knowledgeable, Be powerful
- Create a BRAND: Make an identity
- Careful about the *Self Fulfilling Prophecy*
- Be positive, keep the 'Pygmalion effect' in Mind
- Be Leonel Messi: take time and execute exactly
- Be Lionel Scaloni: Wait for the ultimate goal

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Really! Personal Persuasions!

- Be smart: do the right thing effectively
- Be precise and accurate
- Know your audience
- Identify the the *character*, not the *personality*
- Know your limit: know how to stop and when
- Know your tools

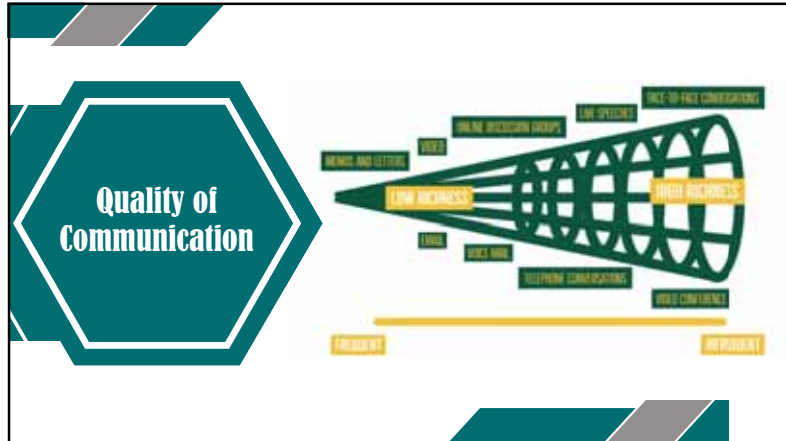
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Communication is...

a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

Let's Check the Theories

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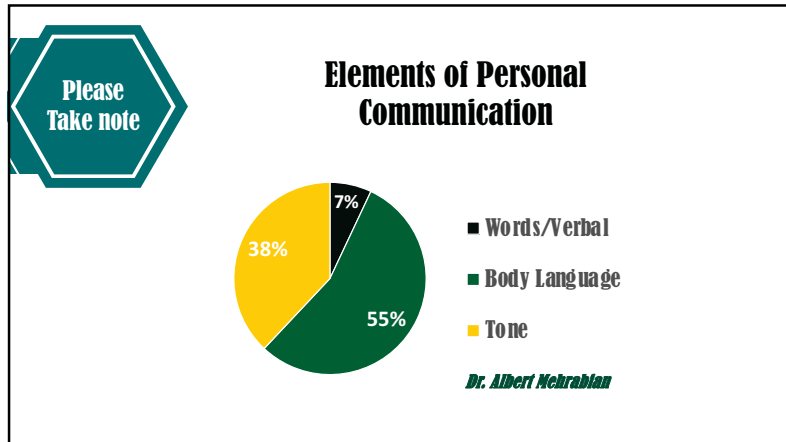


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Why Effective Communication

- Helps us better understand a person, situation.
- It enables us to resolve differences and build trust and respect
- It can help us in influencing others
- 80% of workplace issues are communication related.

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Please Take note

Communicate with others the way they want to be communicated with.

THE PLATINUM RULE OF COMMUNICATION

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Please Take note

EFFECTIVE COMMUNICATION

- LISTENING
- NONVERBAL
- STRESS MANAGEMENT
- EMOTIONAL AWARENESS

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Please Take note

ACTIVE LISTENING

- 1 FOCUS FULLY ON THE SPEAKER
- 2 AVOID INTERRUPTING OR REDIRECTING
- 3 AVOID SEEMING JUDGMENTAL
- 4 SHOW YOUR INTEREST
- 5 CREATE A SAFE ENVIRONMENT
- 6 MAKE THE SPEAKER FEEL HEARD AND UNDERSTOOD

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Please Take note

7 TIPS TO BECOME A BETTER LISTENER

- 1 ACTIVELY LISTEN AND BE EMPATHETIC TO OTHERS' VIEWS AND CONCERNS.
- 2 WELCOME THE OPPORTUNITY TO HEAR COMPETING POINTS OF VIEW.
- 3 DON'T SHUT OUT YOUR PERSONALITY AND PRACTICE WHAT YOU PREACH. SOLICIT FEEDBACK FROM OTHERS TO HELP YOU IMPROVE.
- 4 SEEK FURTHER INFORMATION TO CLARIFY AMBIGUITY.
- 5 TAKE TIME TO INTERRUPT AND UNDERSTAND THE CONTEXT OF WHAT'S SAID AND WILLING TO RECEIVE COMMUNICATIONS.
- 6 REMEMBER TO PRAISE AND LET OTHERS FINISH WHAT THEY HAVE TO SAY BEFORE YOU RESPOND.
- 7 RESPOND PROMPTLY TO OTHERS' COMMUNICATIONS.

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Please Take note

Improve how you read nonverbals!

1. People watching
2. Be aware of individual differences
3. Look at nonverbal signals as a whole

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Please Take note

The infographic is titled "NONVERBAL COMMUNICATON" and is enclosed in a yellow border. It features six green square icons with white text labels below them:

- FACIAL EXPRESSIONS:** A yellow smiley face icon.
- EYE CONTACT:** An icon showing two eyes looking at each other.
- BODY MOVEMENT & GESTURES:** An icon of a hand with the index finger pointing up.
- POSTURE:** An icon of a person sitting in a chair.
- TONE OF VOICE:** An icon of a microphone.
- MUSCLE TENSION & BREATHING:** An icon of a person's head and neck with arrows indicating tension.

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Standard of Communication

- **Complete:** Communicate all relevant information
- **Clear:** Convey information that is plainly understood
- **Brief:** Communicate the information in a concise manner
- **Timely:** Offer and request information in an appropriate timeframe
- **Verify authenticity:** Validate or acknowledge information

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