

The Best Ways to Communicate



Client



Telephone



In Person



E-Mail



Video Chat



Social Media



Text



Boss



Friend



Co-Worker

Tips to Better Listening Skills



Skill	How/Why	Do This	Say This - Example
Encourage	<ul style="list-style-type: none"> Show you're interested. Help the speaker keep talking. 	<ul style="list-style-type: none"> Don't disagree. Use fair words. Use changing voice tones. 	<ul style="list-style-type: none"> "Can you tell me more...?"
Explain	<ul style="list-style-type: none"> To help you clarify what is said. To get more information. To help the speaker see other views. 	<ul style="list-style-type: none"> Ask questions. Repeat basic ideas or facts. 	<ul style="list-style-type: none"> "When did this happen?" "So that made you happy, is that right?"
Reflect	<ul style="list-style-type: none"> Show you understand how the person feels. 	<ul style="list-style-type: none"> Echo the speaker's basic feelings. 	<ul style="list-style-type: none"> "You seem very upset..."
Review	<ul style="list-style-type: none"> Pull together important ideas and facts. Make a basis for another talk. 	<ul style="list-style-type: none"> Restate the major ideas and feelings. 	<ul style="list-style-type: none"> "These seem to be the key ideas that you have talked about."
Confirm	<ul style="list-style-type: none"> Allow the value of the other person. 	<ul style="list-style-type: none"> State the value of their issues and feelings. Be thankful for their efforts and actions. 	<ul style="list-style-type: none"> "Thank you for your help to resolve this matter."

Collaboration vs. Compromise

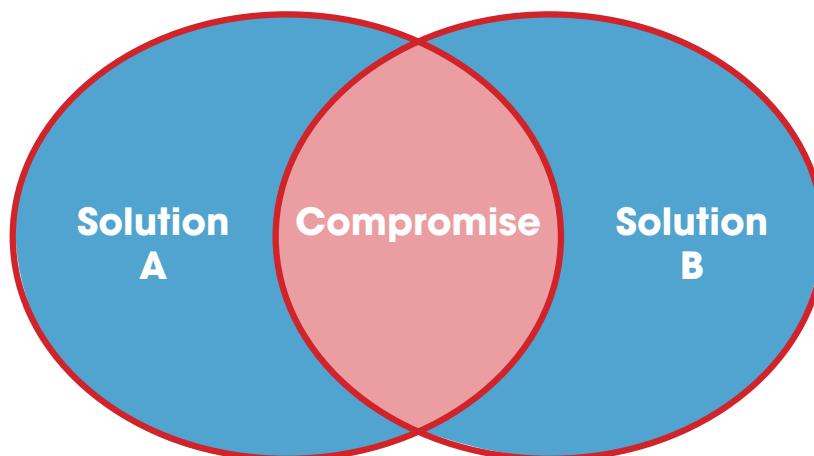
Collaboration

Two people look at a challenge together from all angles. Together they come up with a collaborative solution.



Compromise

Two people look at a challenge separately. They each have their own solution. They find a compromised solution between the two.



Leadership Quotes



“ It is better to lead from behind and to put others in front, especially when you celebrate victory when nice things occur. You take the front line when there is danger. Then people will appreciate your leadership. ” - **Nelson Mandela**



“ Innovation distinguishes between a leader and a follower. ” - **Steve Jobs**



“ People ask the difference between a leader and a boss. The leader leads, and the boss drives. ”
- **Theodore Roosevelt**

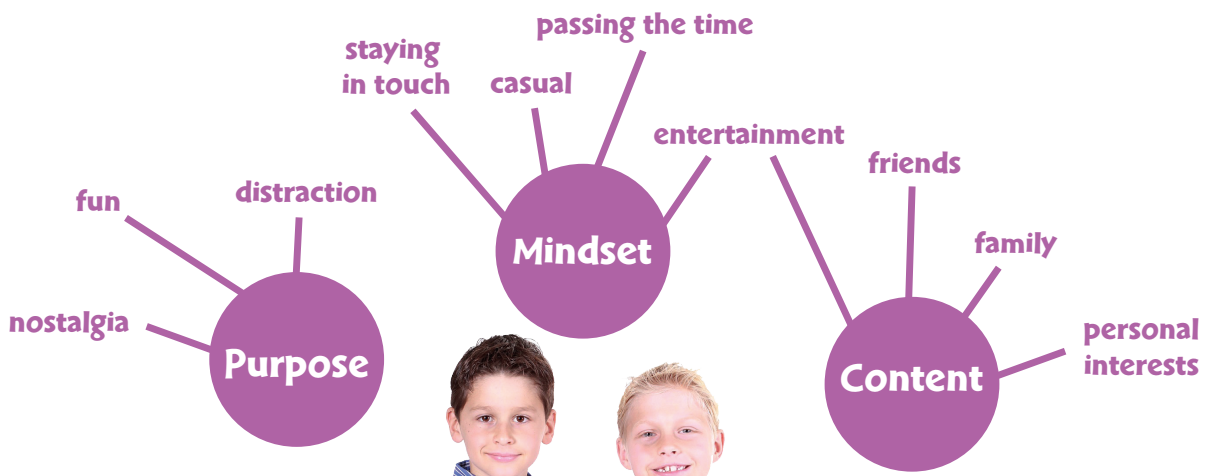


“ The task of the leader is to get his(/her) people from where they are to where they have not been. ” - **Henry A. Kissinger**

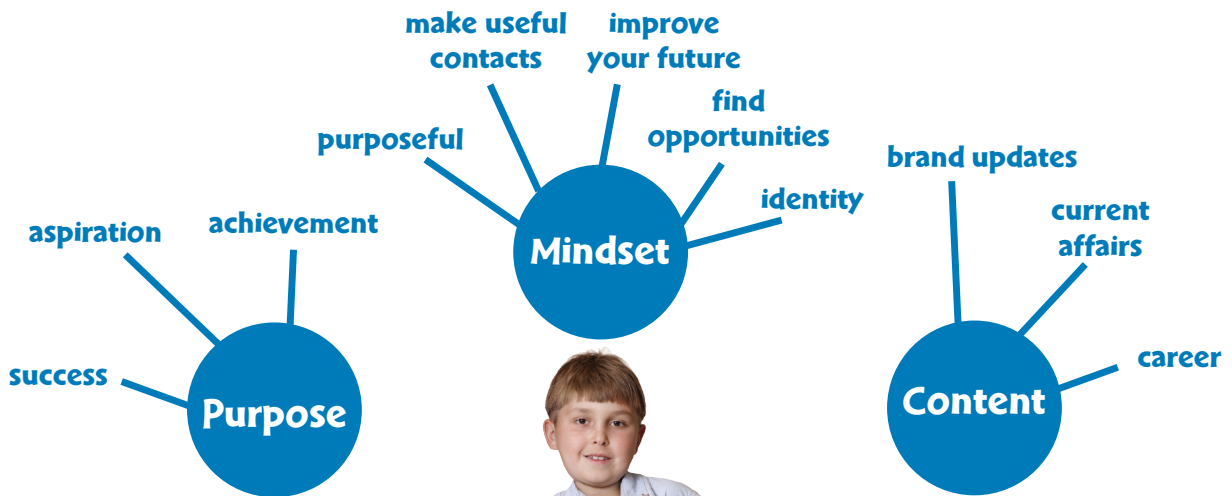


“ I suppose leadership at one time meant muscles; but today it means getting along with people. ” - **Mahatma Gandhi**

Comparing Personal and Professional Networks

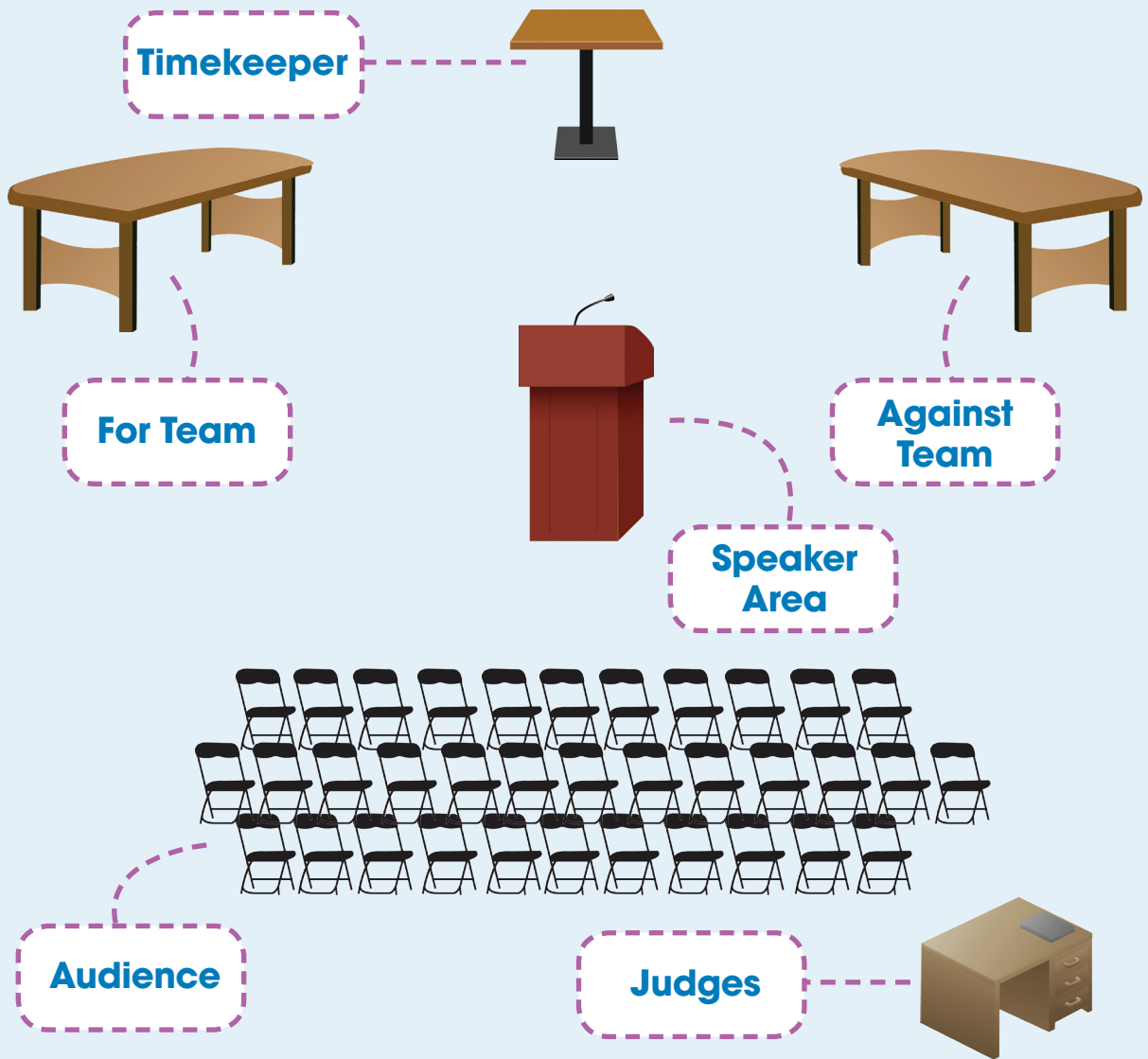


PERSONAL NETWORK



PROFESSIONAL NETWORK

Debate Format



Tips

Introduction: For Team speaks first - 1 min.

Evidence: Each team gives points one at a time to support their view - 2 mins.

Rebuttal: Each team counters their opponents points - 2 mins.

Conclusion: A summary of their point of view and evidence - 1 min.