



COMMANDING CONVERSATIONS

SMPS SOUTHERN REGIONAL CONFERENCE
31 JANUARY 2019



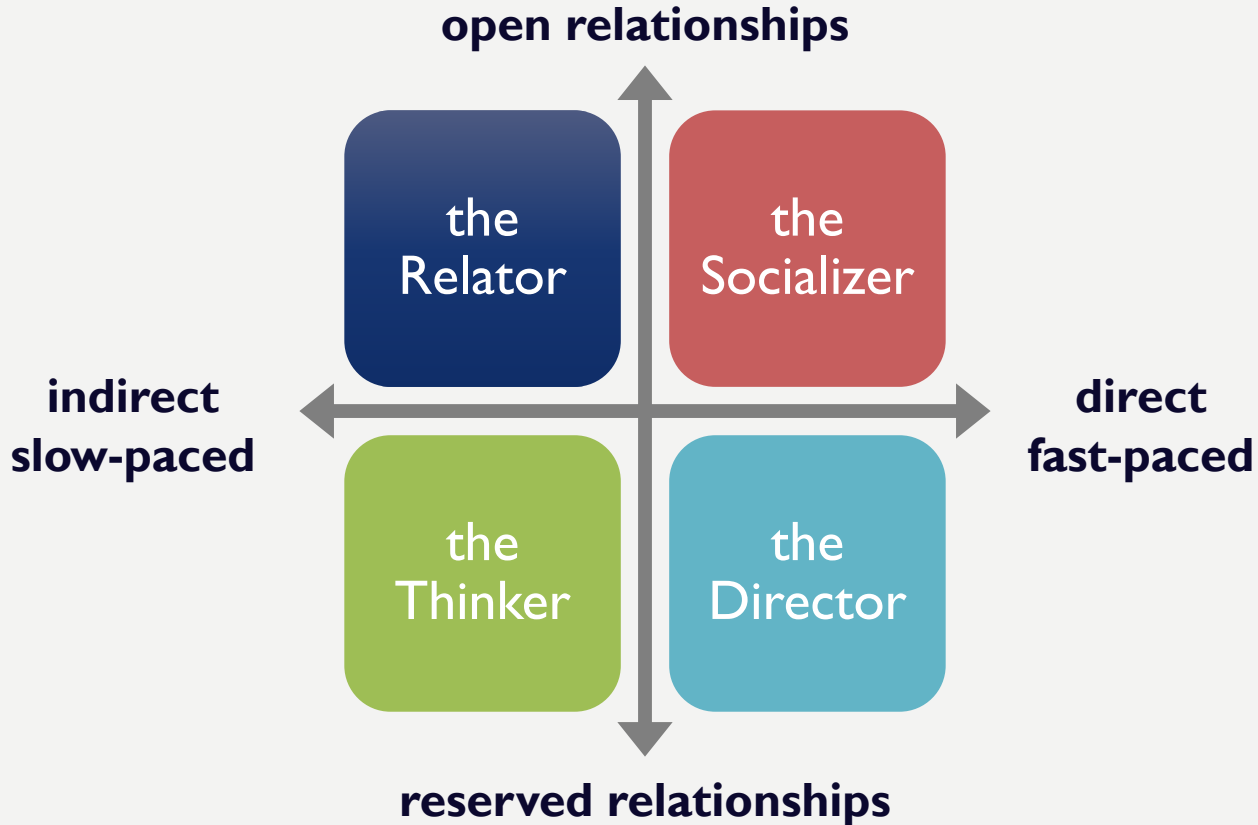
Communication is not about saying
what we think.

Communication is about ensuring
others hear what we mean.



~ Simon Sinek

COMMUNICATION STYLES





Exercise

WHICH ONE ARE YOU?

**CONNECTING WITH
OTHER TYPES OF
COMMUNICATORS**



CONNECTING WITH A **SOCIALIZER**



direct eye contact



energetic, fast-paced speech



opinions of those they respect



confirm agreements, follow up with to-do list



social time in meetings



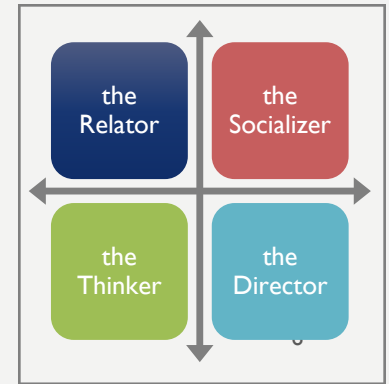
experiences, people, opinions, facts



'gut' feel



balance fun, results



CONNECTING WITH A RELATOR



less intense eye contact



moderate pace, softer voice, moderate tone



listen to opinions, ideas



don't counter with logical arguments



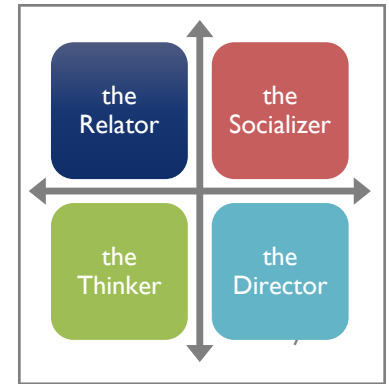
time to make decisions



hear their concerns without reacting



mutual agreement on goals, dates



CONNECTING WITH A THINKER



formal in speech,
manner



don't speak loud or
fast



pros/cons, options



follow up in writing



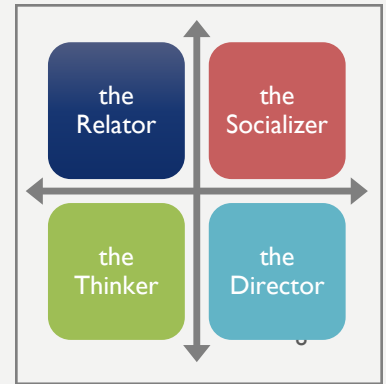
punctual



organized, planned,
comprehensive



'risky' options
generally not
welcomed



CONNECTING WITH A DIRECTOR



direct, clear
and succinct



fast pace in
speech



specific, don't
over-explain



direct eye
contact



no small talk



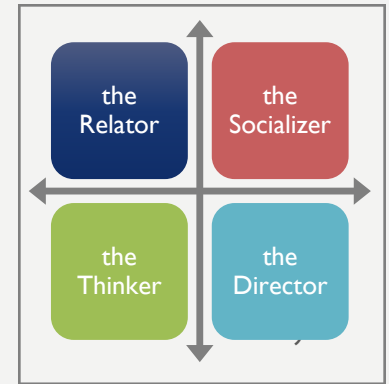
organized,
well-prepared



focus on
results

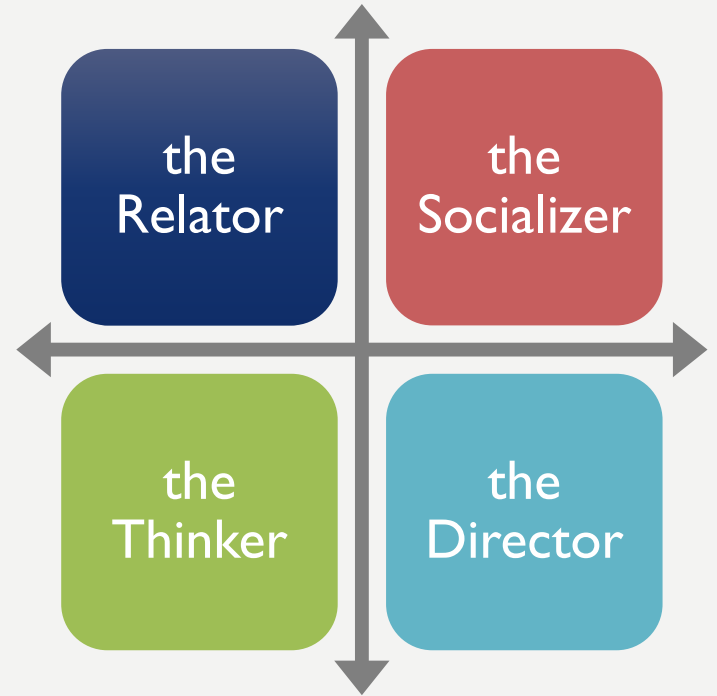


punctual, stick
to guidelines



Exercise

HOW WILL YOU IMPROVE?

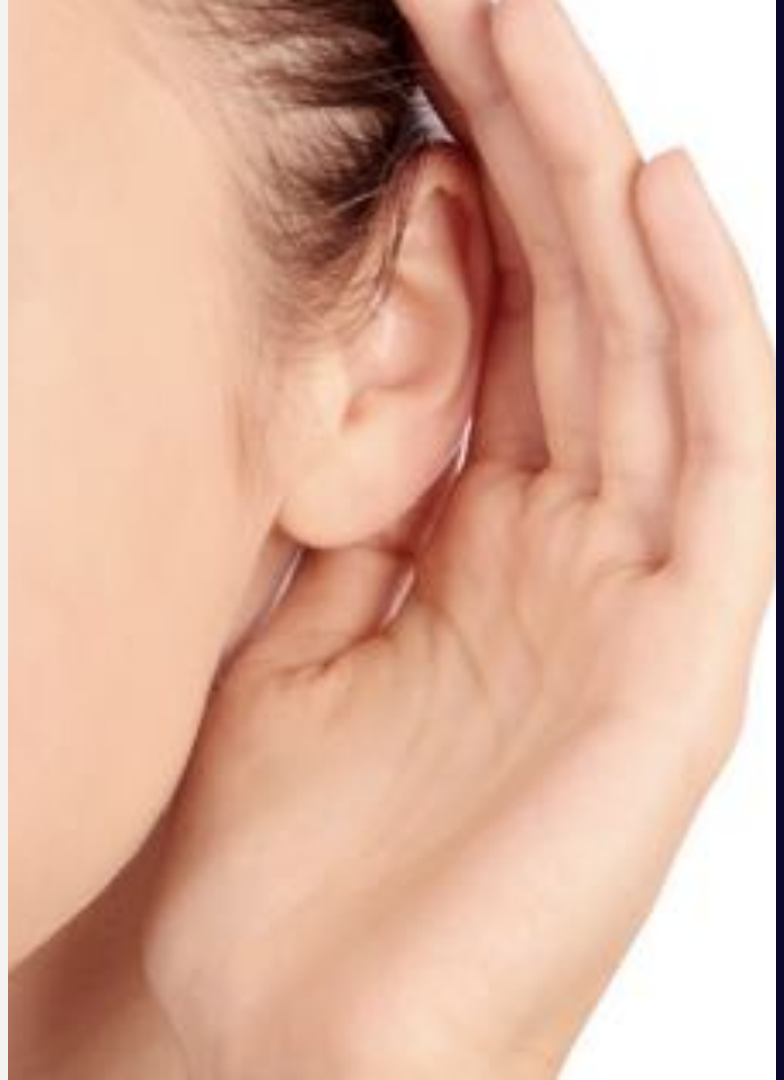




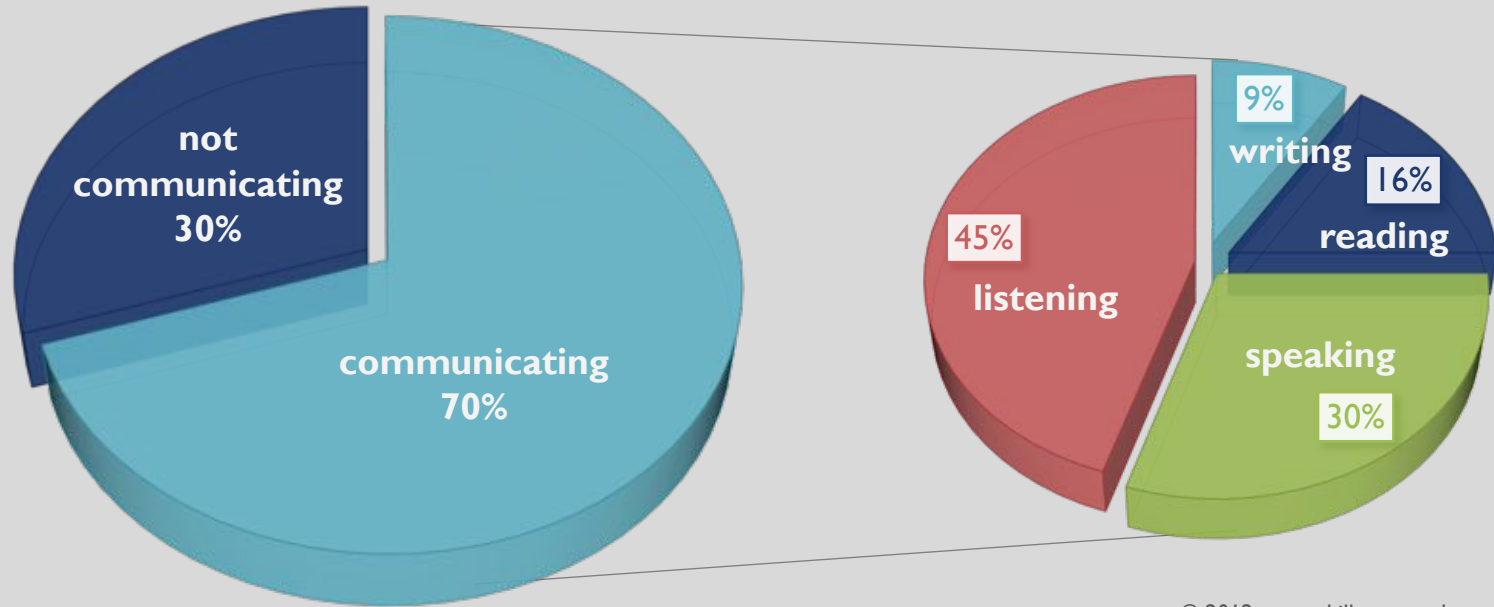
**HEARING IS
NOT THE
SAME AS
LISTENING**

Exercise

LISTENING #1



TIME SPENT COMMUNICATING



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based on the research of: Adler, R., Rosenfeld, L. and Proctor, R. (2001)
Interplay: the process of interpersonal communicating (8th edn), Fort Worth TX: Harcourt.



The biggest communication problem is we do not listen to understand.

We listen to reply.



~ Begin with Yes



Exercise

LISTENING #2

10 PRINCIPLES OF LISTENING



stop talking



prepare yourself
to listen



put the speaker
at ease

10 PRINCIPLES OF LISTENING



remove
distractions



empathize



practice patience



avoid personal
prejudice

10 PRINCIPLES OF LISTENING



listen to the tone



listen for ideas, not just words



wait and watch for non-verbal communication

TIPS AND PITFALLS

BUILD STRONG RELATIONSHIPS WITH EFFECTIVE COMMUNICATION



PITFALLS TO AVOID

- rely on email
- talk too much
- “it can’t be done”
- opinionated criticism
- insincerity
- passive participation
- focus on blame, fault
- selfish viewpoint
- soften a tough message
- ignore other’s concerns





Managing Interruptions

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