

People Skills and Communication Training

Week 1 - The 7 C's of Communication

Summary:

Common Forms of communication

- Emails
- meetings
- Phone Calls
- Reports
- Presentations
- Events

According to the 7 Cs, communication needs to be:

1. **Clear**
2. **Concise**
3. **Concrete**
4. **Correct**
5. **Coherent**
6. **Complete**
7. **Courteous**

Bonus:

- **Credible** – Does your message improve or highlight your **credibility** ? This is especially important when communicating with an audience that doesn't know much about you.
- **Creative** – Does your message communicate creatively? Creative communication helps keep your audience engaged.

Key Point:

All of us communicate every day. The better we communicate, the more credibility we'll have with our clients, our team and anyone else we interact with.

Homework:

- Identify your top 3 areas of communication that need to be improved the most.

1. Clear

- Be clear about your goal or message.
- What is your purpose in communicating with this person?
- If you're not sure, then your audience won't be sure either.

To be clear:

- try to minimize the number of ideas in each sentence.
- If writing, Make sure that it's easy for your reader to understand your meaning.
 - People shouldn't have to "read between the lines" and make assumptions on their own to understand what you're trying to say.

Bad Example

Hi Victor,

I wanted to write you a quick note about Brett, who's working in the production department. He's a great asset, and I'd like to talk to you more about him when you have time.

Best regards,

Ty

Good Example

Hi Victor,

I wanted to write you a quick note about Brett Wilson, who's working in the production department. In recent weeks, he's helped the sales department hit record heights this year due to an increase in leads.

We've got some big sales goals that we need to hit and his knowledge and skills would prove invaluable. Could we please have his help with this work?

I'd appreciate speaking with you about this. When is it best to talk more about this?

Best regards,

Ty

2. Concise

1. When you're concise in your communication, you stick to the point and keep it brief.
2. Your audience doesn't want to read six sentences when you could communicate your message in three.
 - Are there any adjectives or "filler words" that you can delete?
 - You can often eliminate words like "for instance," "you see," "definitely," "kind of," "literally," "basically," or "I mean."

- Are there any unnecessary sentences?
- Have you repeated the point several times, in different ways?

3. Concrete

- When your message is concrete, the audience has a clear picture of what you're telling them
- There are details (but not too many!) and vivid facts.
- Your message is solid.

4. Correct

1. When your communication is correct, it fits your audience.
2. Correct communication is also error-free communication.
 - Watch out with the “over” technical terms
 - Have you checked your **writing** for grammatical errors?
 - Remember, spell checkers won't catch everything.
 - Are all names and titles spelled correctly?

5. Coherent

When your communication is coherent, it's logical. All points are connected and relevant to the main topic, and the tone and flow of the text is consistent.

6. Complete

In a complete message, the audience has everything they need to be informed and, if applicable, take action.

- Does your message include a "call to action," so that your audience clearly knows what you want them to do?
- Have you included all relevant information – contact names, dates, times, locations, and so on?

Bad Example

Hi everyone,

I just wanted to send you all a reminder about the meeting we're having tomorrow!

See you then,

Victor

Good Example

Hi everyone,

I just wanted to remind you about tomorrow's meeting on the new business credit workflow in place. The meeting will be at 10:00 a.m. in the money room room. Please let me know if you can't attend.

See you then,

Victor

7. Courteous

- Emotional intelligence; check your attitude before you talk
- Courteous communication is friendly, open, and honest.
 - There are no hidden insults or passive-aggressive tones.
- You keep your listeners' viewpoint in mind, and you're empathetic to their needs.
- Finesse
- Friendly, empathic and polite even if negative

Reference:

https://www.mindtools.com/pages/article/newCS_85.htm

Week 2 - Top People Skills

Summary:

1. Listen attentively
 - Lock-in to the client
 - Stop other extraneous activity
2. Project a positive attitude
 - Optimism
 - Enthusiasm
 - Proactivity
 - When you're feeling less than positive refocus your energy
 - Be polite; ensure your words are positive as well
3. Communicate clearly
 - Know your conversational intentions
 - Don't go on tangents; stay focused
 - When communicating with colleagues:
 1. State the challenge and provide the context.
 2. Provide actionable inspiration.
 3. Drive toward a solution.
4. Improve your team-building skills
 - Leadership
 - Whether or not you are in a leadership role is irrelevant to displaying leadership.
 - Ask yourself these
 1. Are we collectively working toward the right goals?
 - Look for positives
5. Take responsibility
 - Take ownership
 - Accountability
 - Be honest about mistakes
 - Hold teammates accountable regardless of friendships

Activity:

create a story while each person builds on the story told by the person before them. The game begins by placing the same number of objects in a box to correspond to the number of participants in the group. In turn, each person picks an object from the box, without looking, and has 30 seconds to tell a story about the object. The facilitator should begin the story and the participants add the next part of the story. Each person's story has to make sense and have some connection to the previous part of the story.

Week 3 - Non Verbal Etiquette

Proper Event/Networking :

1. State your name clearly.
 - slowly, loudly, and clearly
 - Give interesting info with your name so it sticks
2. Always stand when being introduced.
 - Stand to present yourself in a strong manner
3. No pointing at people
4. Watch your language.
5. Keep your stories clean.
6. Handshake, don't fist bump.
7. Don't interrupt.
 - Let other people finish their thoughts completely
8. Keep your smartphone in your pocket.
9. Look people in the eye and smile.
10. Follow up within two days.
 - Don't wait two weeks to follow-up
 - don't just pitch them when you connect
 - Send something of value

Reading Body Language

1. Swinging your foot or leg, twirling your hair, touching your mouth and gnawing at your bottom lip are all indicators that you are uncomfortable. Keep your feet stable and your hands away from your face. You will instantly appear more composed.
- 2.
3. Crossing your arms across your body signals uneasiness or aggression. Keep your arms neutral, and allow your wrists to rest on the table.
4. Slouching in your seat delivers a negative/weak message.
5. Avoiding eye contact is a clear sign that you have something to hide. If you're fighting nervousness, you can always focus on the area between his or her eyes, which gives the appearance of direct eye contact.
6. A weak handshake or too strong a handshake sends the message of insecurity.
7. Your tone of voice is telling. If you speak too softly or mumble, you appear unsure of yourself. Practice a strong tone and confident composure with a friend or family member before your interview.
8. Keep your fingers out of your mouth. Chewed nails and damaged cuticles are distracting and show signs of nervous behavior.
9. Always use the person's name in conversation and close the conversation with a handshake.
10. If talking to someone, corner them vs. standing right in front of yourself to seem less threatening.'

Activity - Role Play

1. Mock event Role play
 - a. Approaching someone at a networking event