

THE CAPTIVATING COMMUNICATOR'S CHEAT SHEET



Increase your influence, smash communication barriers and get better results with these 5 simple and powerful techniques.

DAN TROMMATER

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Increase your influence, smash communication barriers and get better results with these 5 simple and powerful techniques.

Use these 5 simple steps to upgrade your communication skills.

They've proved to be the most influential and effective techniques gleaned from my years of working with teams of all sizes across diverse industries. Communication skills are key to your success at work and beyond.

Your ability to influence people and create commitment can make all the difference to your goals and success. Let's get started!

#1 BE POSITIVE AND HAVE AN OPEN MIND

"A mind is like a parachute. It doesn't work if it is not open." - Frank Zappa

Creating a positive and open tone can help to break down organizational barriers and generate dialogue that is more likely to produce innovation and solutions. Take the time to consciously put yourself into a positive state of mind and look for ways to be open to new styles of communicating, sharing and understanding. Always start with yourself without expecting others to immediately change their behaviour.

DAN'S TIP: Start your meetings on a positive note by getting people to share what's going well for them and what they are grateful for. Gratitude is one of the most effective ways to shift perspectives to a positive state. Even with many people attending the meeting, this simple technique only takes a few minutes and will help set a positive tone.

#2 SET CLEAR EXPECTATIONS, THEN LIVE UP TO THEM

"Our environment, the world in which we live and work, is a mirror of our attitudes and expectations." - Earl Nightingale

When communicating about expectations, be as transparent and explicit as possible to demonstrate your trustworthiness and help to set the bar for all future communication. Setting clear expectations is also helpful when communicating goals (both long term and immediate.) This will help unify the direction of teams throughout tasks and projects. Misunderstandings about expectations are one of the biggest complaints I hear from teams.

DAN'S TIP: Let your team's voice be heard. The more you listen to your teammates' expectations, the more they will feel engaged with any new changes and will be more likely to take ownership of new initiatives. Plus, you'll be able to identify inaccurate expectations before they cause problems.

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#3 SAVE JUDGEMENT FOR LATER

"I don't like that man. I must get to know him better." - Abraham Lincoln

Half of communication is listening.

Give your full attention and allow the other speaker to complete what they are sharing before offering a response. Not only is this the polite thing to do, it also has a tremendous effect on the efficiency of our communications.

Temporarily suspend judgement and hold your response. If you're present and listening, you're more likely to actually take in what is being communicated as intended by the speaker. Then, when it comes time to share your thoughts, you will be able to respond from a more informed place, strengthening communication across the board.

DAN'S TIP: If you have assumptions about someone's motivations, attitudes or values, confirmation bias will kick in. You're likely to only hear what they say in a manner that confirms your previous beliefs.

To combat this logical fallacy, consciously decide to disregard your previous experience with the other person (if only for a moment.) Listen to them with fresh ears and ask for clarification often.

#4 ASK BETTER QUESTIONS

"The art and science of asking questions is the source of all knowledge." - Thomas Berger

The right questions have the power to get us out of ruts. Changing the style of the questions we ask can keep us from approaching communication barriers (and other problems) from the same old perspectives. Think about the questions you're asking. If you're seeking greater understanding or searching for solutions to challenges, the right questions can make all the difference. If you can reframe your outlook from a focus on *problems* to a focus on *progress*, your communication will immediately become more effective.

DAN'S TIP: Shift from problem to progress with great questions.

For a start, try these...

- What are our goals?
- What am I responsible for?
- What might they be thinking?
- What is their motivation?
- Am I making assumptions?
- What are the facts?
- What has worked well in the past?
- What does a solution look like?
- What is possible and how can I help?
- What are the steps towards improvement?
- What are better choices we can make?
- What if what we think we know is wrong?

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#5 IMPROVE UNDERSTANDING

"Seek First to Understand, Then to Be Understood" - Stephen Covey

'Tell me more'. We often jump to conclusions based on only a little bit of information. We combine the limited available facts with our previous experience to create meaning. But, faced with only a small amount of information (or a lack of context) it's easy to make incorrect assumptions.

A sure fire way to gain a broader and more meaningful understanding is to say, 'tell me more.' When you're in a conversation and you're not sure you really comprehend the details of what the other person is trying to convey, 'tell me more' allows them to give you more details. A bonus side-effect is they will start to feel that you are actually interested in understanding them. We all love to feel heard.

DAN'S TIP: Get in the habit of saying 'tell me more', even when you think you understand. While it is useful when you can't quite wrap your head around the other person's thoughts, the phrase is especially powerful when you think you do understand. 'Tell me more' can uncover misunderstandings early in the process.

ABOUT DAN TROMMATER



Dan helps teams improve engagement, better solve problems & boost performance with unique keynotes & workshops.

By using world-class magic, humour, stories & interactive exercises he delivers a powerful message about learning to see things from other people's perspective to improve communication & influence. This provides business and life changing opportunities for those who adopt it.

Find out how a customized program can help your next team meeting, event or workshop.

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More resources at DanTrommater.com

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THE KEYS TO GREAT COMMUNICATION

While simple in nature, these 5 steps focus on creating shared understanding. When others have space to share their perspectives and opinions, you'll create trust and increase your ability to positively influence situations.

#1 BE POSITIVE AND HAVE AN OPEN MIND

- Consciously put yourself into a positive state of mind.
- Decide to disregard your previous experience with the other person (if only for a moment.)
- Listen with fresh ears and ask for clarification often.

#2 SET CLEAR EXPECTATIONS, THEN LIVE UP TO THEM

- Be transparent and explicit when communicating expectations.
- Use the action of clarifying expectations to unify the direction of teams throughout tasks and projects.
- Listen to and discuss your teammates' expectations to increase engagement and ownership.

#3 SAVE JUDGEMENT FOR LATER

- Temporarily suspend judgement by disregarding your previous experience with others.
- Give your full attention and allow the other speaker to complete what they are saying before responding.

#4 ASK BETTER QUESTIONS

- What are our goals?
- What am I responsible for?
- What might they be thinking?
- What is their motivation?
- Am I making assumptions?
- What are the facts?
- What has worked well in the past?
- What does a solution look like?
- What is possible and how can I help? What are the steps towards improvement?
- What are better choices we can make
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