

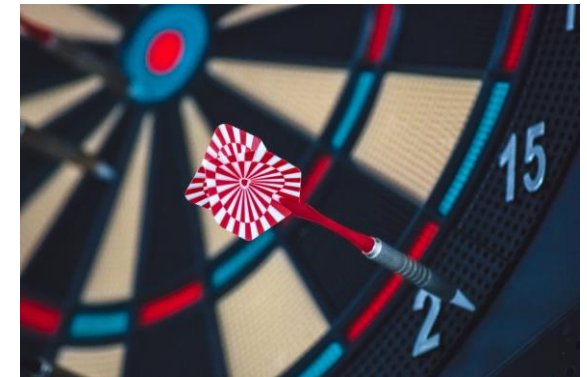


Advanced Communication Skills

Advanced Communication Skills

By the end of the Power Hour Expert session you will be able to:

- Describe and build rapport
- Explain why we have different perceptions and how understanding this is useful in communication
- Recognise and adapt to different communication preferences
- Use clean language to minimise misunderstandings
- Use questions to clarify ambiguous communication



What is Rapport?



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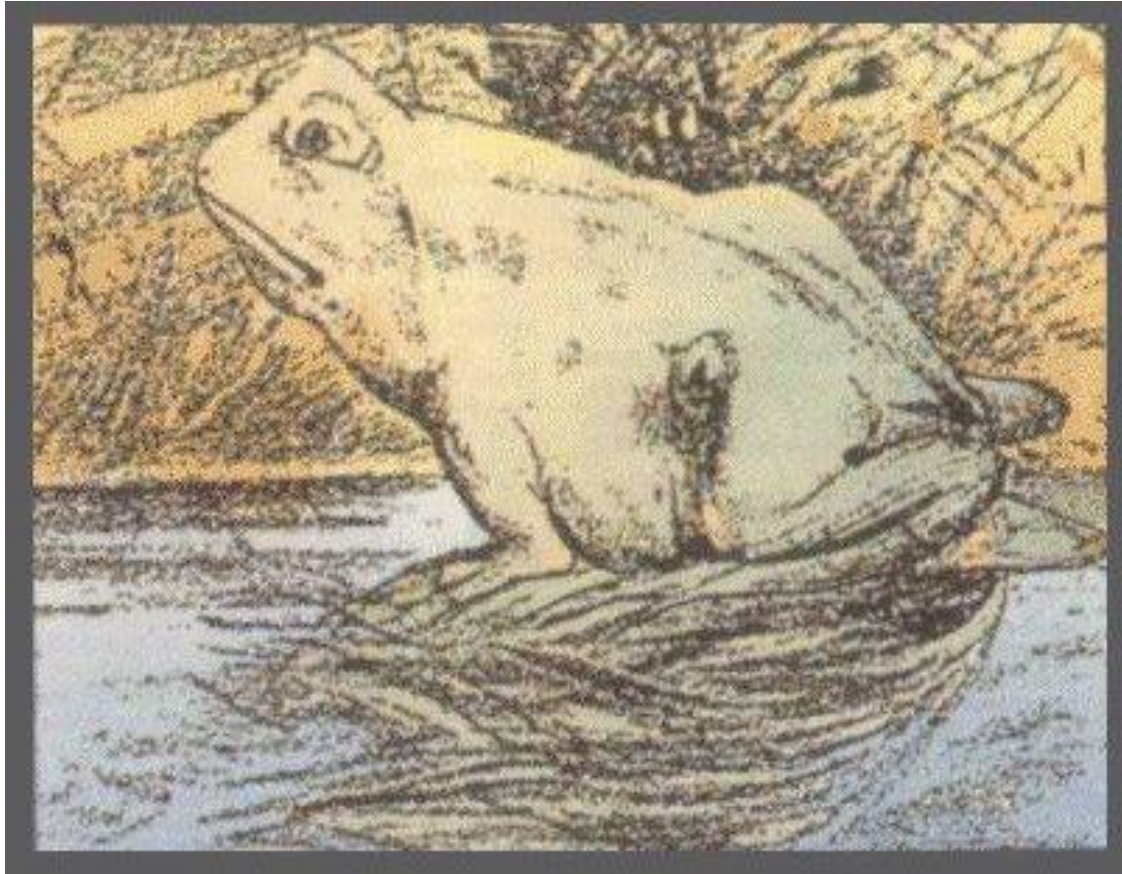
"Rapport is the ability to enter someone else's world, to make them feel that you understand them, that you have a strong common bond. It's the ability to go fully from your map of the world to their map of the world. It's the essence of successful communication."











Perception and Reality

Deleting

- Selectively remembering and forgetting events that don't fit our existing 'world'

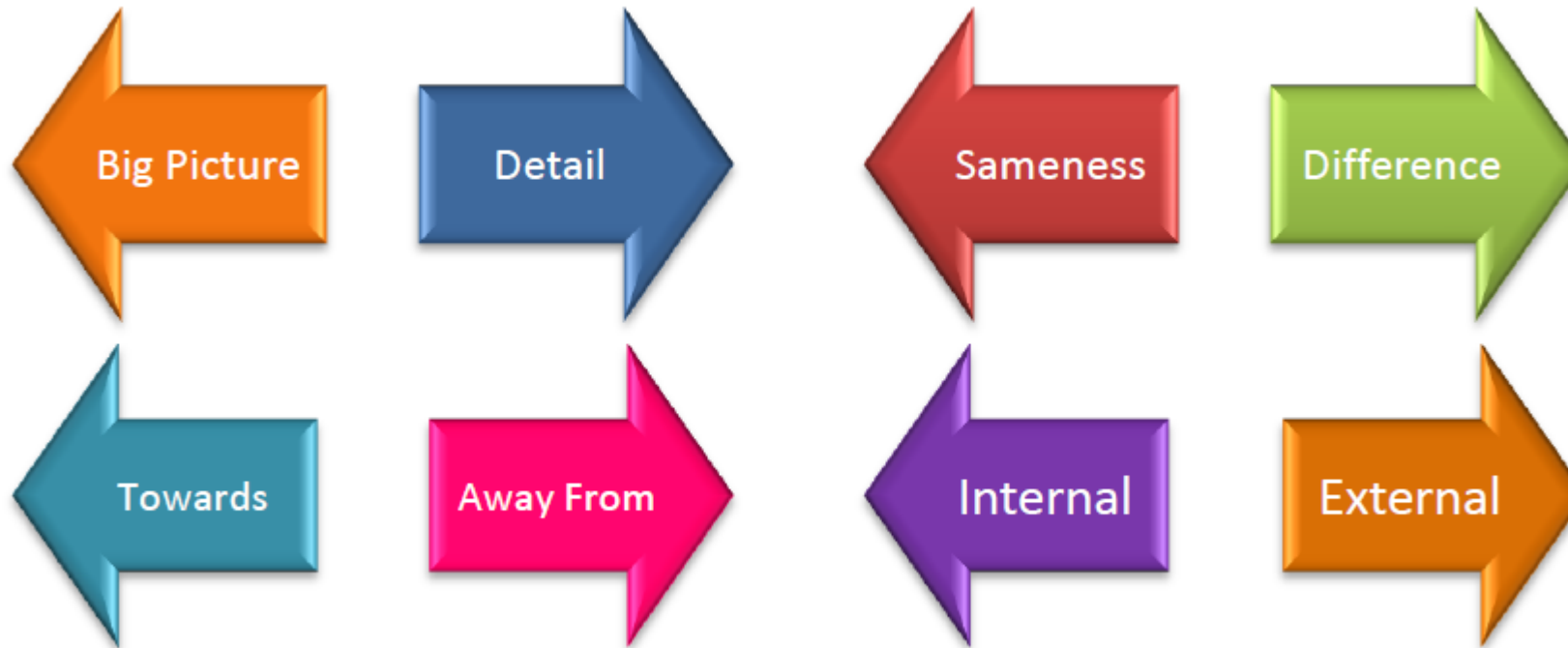
Distorting

- Twisting something to make it fit an established pattern

Generalising

- Extending specific facts/feelings beyond the point where they are true and making sweeping statements

Styles and Preferences



'Clean' Language



POSITIVE

- Positive words are clear and are forward looking
- For example "Yes, I will, okay, you need to, I agree..."



NEUTRAL

- Neutral words are ambiguous, add nothing and are often used for 'padding'
- For example "Possibly, just, try, ideally, hopefully, maybe..."



NEGATIVE

- Negative words are clear, and maybe uncomfortable to say or hear
- For example "No, but, can't, won't, impossible..."

Seeking Clarification

Take responsibility
(even if you don't
think it's your
fault)

Tackle the ball, not
the player

Check any
assumptions that
may be being
made on either
side

Use 'softening'
phrases

Be as specific as
possible

Make it Work at Work

What are you going
to **DO** as a result of
this Power Hour
Session?





Thank You
&
Good Luck