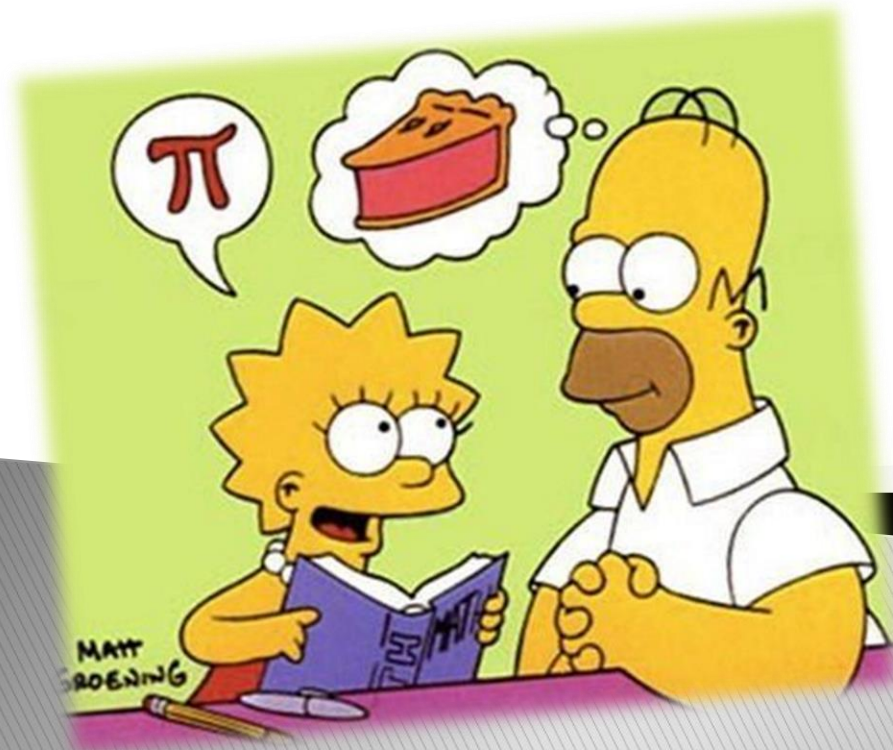


Say What You Mean (and mean what you say)



SAY WHAT YOU MEAN

- ▶ **Your message must leave no room for interpretation**
 - Whether a work instruction, disciplinary meeting, training, or email...say what you mean clearly and concisely
- ▶ **Your body language must reflect your message**
 - Body language has 4x more impact than your words
- ▶ **You must be confident**
 - Project authority without being overbearing

SAY WHAT YOU MEAN

CLEAR & CONCISE MESSAGE

- ▶ Before you start, check your attitude and be mindful of your emotions throughout
- ▶ Get to the point
- ▶ Stick to facts
- ▶ Be specific, don't generalize to soften the message
- ▶ Know your audience, tailor your message to their needs
- ▶ Talk in a moderate tone, slowly and clearly

SAY WHAT YOU MEAN

BODY LANGUAGE

- ▶ Your body language must match the message
- ▶ Stand or sit straight, loosen shoulders
- ▶ Keep your head up and make eye contact
- ▶ Be aware of your facial expression
- ▶ Be respectful of personal space, lean in slightly (keep about 2 feet distance)
- ▶ Smile and project compassion

SAY WHAT YOU MEAN

BODY LANGUAGE

- ▶ Don't cross your arms or legs
- ▶ Hands should be in view
- ▶ Don't fidget or touch your face, use your hands for meaningful gestures
- ▶ Hands should not be above your shoulders (excessive gesturing), keep at waist level
- ▶ Don't point your finger
- ▶ Trick: Practice difficult conversations in front of a mirror

SAY WHAT YOU MEAN

CONFIDENCE

- ▶ Body language will give away your confidence level
- ▶ Remove all tentative/vague language, speak firmly and with conviction while being polite and respectful
 - *Examples of tentative language: may, might, can, could, possibly, probably, likely, appears to, suggests that, seems to...*
- ▶ Always be prepared

Trick: Explain what you are going to talk about, talk about it, then summarize what you talked about

And, Finally...

- ▶ Decide on the best form of communication for the situation
 - Face to face is always most effective
- ▶ Written communication should be proofread
- ▶ Remember to be a good listener of both verbal and nonverbal communication
- ▶ Be ready for feedback and don't take it personally

Click on the button below to take the quiz for this session.

QUIZ