

# Communicating with Confidence

## Learning Objectives

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- Identify the choices individuals make that drive the effectiveness of any communication
- Use actionable strategies, processes, and skills to address most business communications
- Optimize communication skills you already have while learning how to minimize your limitations
- Improve work relationships by reducing misunderstandings
- Communicate with confidence and clarity
- Choose the appropriate words and phrases even in difficult circumstances
- Connect with people whose communication preferences are different from your own

## Effective Communication Begins with You: Getting the Confidence Advantage

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- Use self-talk to increase your confidence and self-esteem
- Describe how the 3 Vs of communication (Verbal-Visual-Vocal) impact understanding
- Evaluate and improve your use of the 3 Vs
- Develop openings that promote constructive dialogue
- Use Can-Do language to enhance others' willingness to collaborate
- Recognize your strengths and increase your assertiveness

## Being Strategically Responsive

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- Actively listen and absorb what others are saying
- Use paraphrasing, summarizing, and clarification to demonstrate understanding
- Empathize to deal with difficult people or defuse emotionally charged situations.
- Use the appropriate types of questions to move a discussion forward
- Recognize, acknowledge, and respond to nonverbal cues

## A Look at Different Communication Styles

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- Describe the four different communication styles
- Recognize the communication style of those with whom you are speaking
- Accommodate the specific needs of others' communication Styles

## Taking Responsibility for Having a Productive Discussion

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- Identify the anatomy of a message
- Recognize disguised or distorted responses
- Overcome roadblocks and achieve your goal for a discussion

## Message Planning and Execution

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- Define the purpose for delivering your message in an effective way
- Apply message framing strategies to create an open and responsive communication environment
- Practice skills for delivering messages that promote clear and productive communication