Speak So They Listen: Transforming Your Communication to get the Results You Want

Jeneen McNally
Respect for People
Today we will learn:

1. Four Attention Centers
2. Credible & Approachable Voice Patterns
3. Non-Verbal Maneuvers
4. Tips for self defense when delivering bad news
What affects a message?

- Words: 7%
- Visuals: 38%
- Body Language: 55%
Our nonverbals govern how other people think and feel about us.

Our nonverbals govern how we think and feel about ourselves.

Presence

Passionate
Confident
Enthusiastic
Authentic
Captivating
Comfortable
Exercise: 4 Attention Centers

2pt Thank you for meeting with 1pt me.

2pt We all have our goals to reach.

4pt Management is concerned about 3pt blah, blah, blah.
Your Baseline Voice Pattern

1. Determine each person’s baseline voice pattern – close your eyes to concentrate on what you’re hearing

2. Take turns saying your name, job, workplace, hometown.

3. Give immediate feedback (group)

4. Rotate until everyone has completed the task
Exercise: Voice Patterns

1. Name | City - Born | City - Visit
   | ~ | ~ | ~

2. Name | City - Born | City - Visit
   | | ~ | ~

3. Name | City - Born | City - Visit
   | ~ | | ~

4. Name | City - Born | City - Visit
   | | | ~

Adapted from The Art & Science of Group Dynamics by Michael Grinder
CREDIBLE Non-Verbal Behaviors

Movement | Feet | Arms | Gestures
--- | --- | --- | ---
Pausing | Listening | Speaking

Adapted from The Art & Science of Group Dynamics by Michael Grinder
APPROACHABLE Non-Verbal Behaviors

Movement
Feet
Arms
Gestures
Pausing
Listening
Speaking

Adapted from The Art & Science of Group Dynamics by Michael Grinder
Exercise: Voice Patterns, Attention Centers & Non-Verbal Behaviors

<table>
<thead>
<tr>
<th>1pt I’ll be happy to address 2pt your questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>palm down at the end of the presentation because</td>
</tr>
<tr>
<td>palm up by then,</td>
</tr>
<tr>
<td>the complete scope of the 3pt situation</td>
</tr>
<tr>
<td>will be palm down on the table.</td>
</tr>
</tbody>
</table>
Non Verbal Maneuvers

- Pause (PAZ)
- Pause, Break & Join (PBJ)
- Decontamination (D-CON)
- Frozen Hand Gesture (FHG)
- Break & Breathe (B&B)

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Exercise: Non-Verbal Maneuvers

We’re **2pt** meeting to review our quality rating.

**FHG** Before we begin, **2pt** let’s review the current numbers. **B&B**

**3pt** Quality is **palm down** down by 10%. What **2pt** can be done about **3pt / palm down** THAT, **B&B** – move

so **2pt** we can have an excellent review next quarter?
Tips for Self Defense when Delivering Bad News
We can influence another person’s breathing by how we breathe.
Karma is like a boomerang, whatever you give out...will come back to you.
tiny tweaks = BIG CHANGES

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2. Credible & Approachable Voice Patterns
3. Non-Verbal Maneuvers
4. Tips for self defense when delivering bad news
Thank you for your time & attention!

Jeneen McNally

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