

# MASTERING COMMUNICATION

*Accelerating Excellence with Del Gilbert*

Podcast Episode #52 - Resource Guide

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*The quality of your communication determines the quality of your life.*

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## 4 APPROACHES TO COMMUNICATION

**#1 – Aggressive** – I’m okay, you’re not okay.

Controlling, dominating, and demanding.

**#2 – Passive** – I’m not okay, you’re okay.

Overly agreeable, lacks confidence, and avoids tough conversations.

**#3 – Passive/Aggressive** – I’m not okay, you’re not okay.

Manipulative, sarcastic, and goes to a third party.

**#4 – Assertive** – I’m okay, you’re okay.

Positive, confident and focused.

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## STRATEGIES IN COMMUNICATION

#1 Be Clear

#2 State Your Goal Upfront

#3 Start with the Big Picture Before Diving Into The Details

#4 Layout Your Agenda

#5 Speak In The Positive

#6 Use The Rule Of 3

## COMMON PITFALLS

- Rambling
- Poor phrases
- Needless fillers
- Wimpy words

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## RECOMMENDED READING

**Communicating Effectively for Dummies** by Marty Brounstein

**Communicate to Influence** by Ben and Kelly Decker

**The Art of Explanation** by Lee Lefever