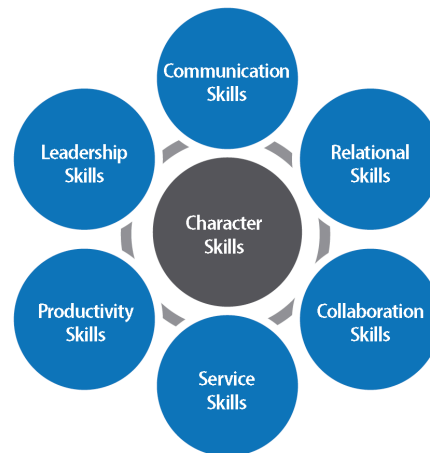


7 Essential Life Skills

Part 2 – Communication Skills

Accelerating Excellence with Del Gilbert
Podcast Episode #64 - Resource Guide



Communication is one of life's most important skills.

80% of our waking hours are spent in some form of communication.

3 WAYS TO BE AN EXCEPTIONAL COMMUNICATOR

1. Be Clear

Do not strive to be sophisticated, do not strive to be eloquent. **Clarity** is the essential element in communication. Be organized and structured in your communication. Be easy to understand, easy to follow. Be a simplifier.

2. Be Concise

Get to the point. Don't be a rambler. Many people simply over-talk. They provide too much detail. Think about the nice-to-know vs the need-to-know.

3. Be Compelling

A lot of people give out information without any thought of how the other party is receiving it. If you speak in facts only, your communication will be dry and boring and become a data dump. Facts tell but stories sell. You can make your communication compelling by stating a principle or fact then expand on it by giving concrete examples, analogies, statistics, compelling quotes and by telling stories to drive your point home.

THE LOST ART OF LISTENING – The LISA Technique

L – Listen to understand (not to respond)

I – Inquire. Check for understanding through probing, questions, etc.

S – Summarize. Paraphrase what you heard.

A – Acknowledge. You can acknowledge another point of view without agreeing.