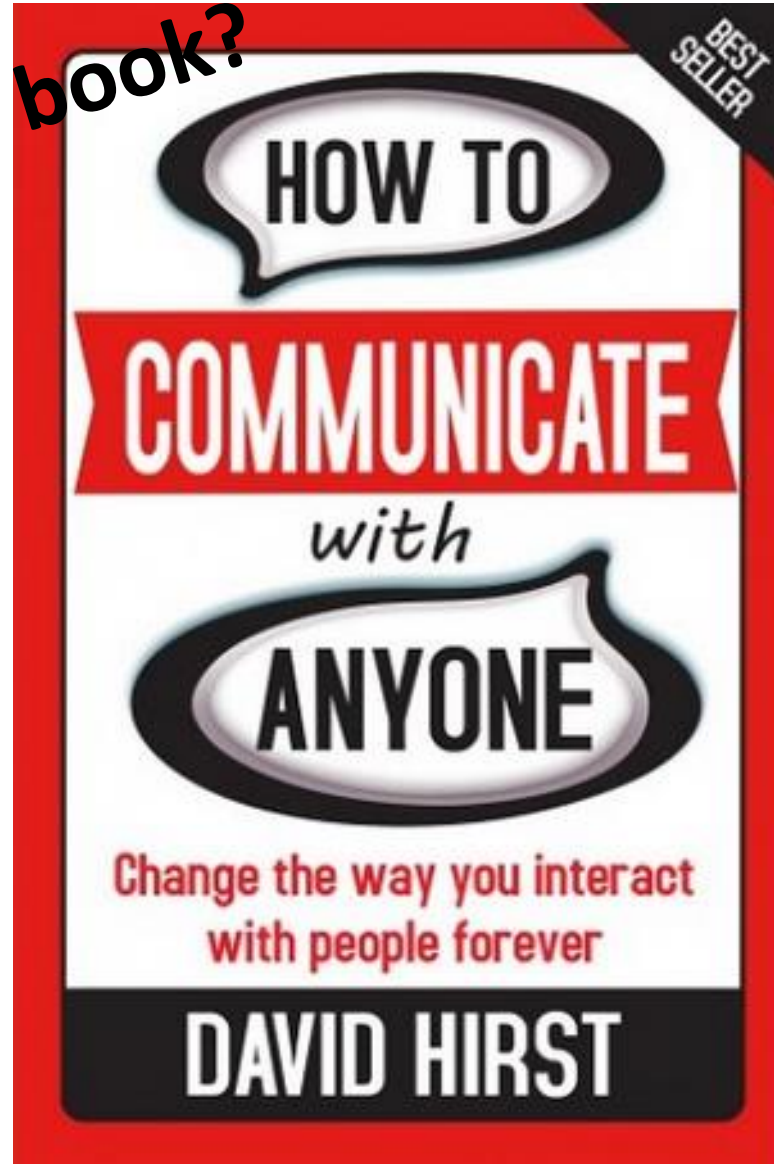


How to Communicate with Anyone

How to read this book?



Golden Guideline

Make eye contact, smile, and offer a firm, but not strong handshake and introduce yourself.

'The Happiest conversation is that of which nothing is distinctly remembered, but a general effect of pleasing impression' Sameul Johnson

Golden Guideline

Always consider wearing clothing that is on par or slightly, just slightly smarter than the type of people you wish to meet.

'If a person is poorly dresses you notice their dressing, but if they are impeccably dress, you notice the person' Coco Chanel

DOs And DON'Ts

DO	DON'T
Be as positive as possible	Whine or complain
Reflect on what went well and what didn't (and why)	Dwell in the past
Meet as many people as possible	Rush
Hand over your business card if asked, or if you think you may like to contact them in the future.	Hand out your business card as soon as you meet someone. It looks desperate.
Be as genuine as possible	Find faults with the other person
Be aware of your body posture – weight evenly balanced	Fold your arms or put your hands in your pocket
Give a short, firm handshake	Shake with a wet hand
Get to know the person	Try to 'sell' at the event

Example

Avoid

“Yes, but I don’t think that’s the best solution to the problem.”

Could be re-phrased

“I think there’s a better way to solve the problem.”

Instead of

“Yes, but it wasn’t my fault.”

Rephrase the utterance to

“Yes, and I think I know where the problem lies.”

Example

Instead of

“Yes, but what I meant was...”

Say

“Yes, and what I mean by that is...”

Instead of

“Yes, but that’s easier said than done.”

State

“Yes, and also easier said than done.”

The Most Important Skills: Listening

'Sometimes one creates a dynamic impression by saying something, and sometimes one creates as significant an impression by remaining silent' Dalai Lama

DOs And DON'Ts

DO	DON'T
Mentally summaries	Show impatience
Listen for commonality	Stop listening
Concentrate on the speaker	Get easily distracted
Ask questions	Interrupt
Pause before answering	Shift subject if bored
Encourage the speaker	Interpret
Be aware of body language	Advice
Be aware of emotions	Evaluate

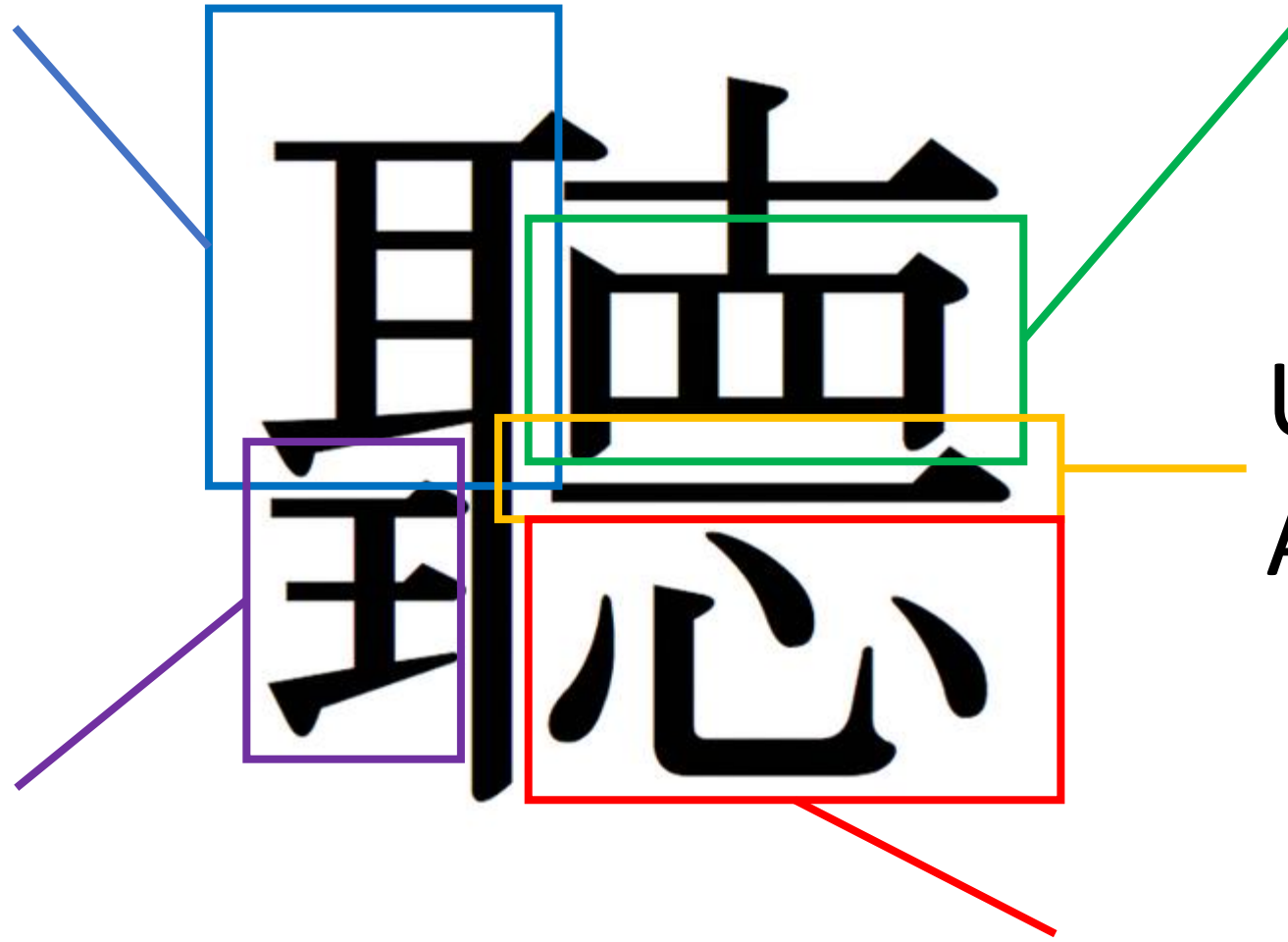
Ears

Eyes

Undivided
Attention

King

Heart



The Most Important Skills: Listening

'The most important thing in communication is to hear what isn't being said' Peter Drucker