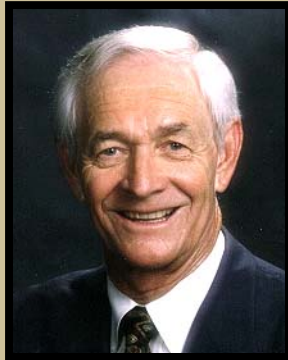


Communication Quips & Quotes

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Quotable Quotes

"If you have nothing to say,
say nothing."

- Mark Twain

"Think like a wise person but
communicate in the
language of the people."

- William Butler Yeats

"People often say that
motivation doesn't last. Well,
neither does bathing. That's
why I recommend both
daily."

- Zig Ziglar

<http://www.clearcommunication.com>

Trash Those Junk Words!

Can you imagine Abraham Lincoln saying, "Uh, fourscore and seven uh years ago, our forefathers, you know, brought forth uh on this continent like a new nation." Or what about JFK inspiring us by saying, "Uh, ask not uh what your country can uh do for you, you know, ask what you can uh do for uh your country." Those words delivered in that fashion would surely not be remembered and revered. Before you think, ... that was long ago, I remind you to listen to what you hear every day. Caroline Kennedy seemed like a certainty to fill the US Senate seat in NY vacated by Hillary Clinton. She seemingly had everything – name, reputation, money, great record of public service. The problem: She came across as inarticulate, un-prepared, and less than confident. A major factor in her downfall was a vast number of JUNK WORDS.

The Worlds of Sports and Business

We all talk about the highly successful professional athletes whose interviews sound terrible. But we do not have to go to the TV sports interview! Junk words also live in conference rooms and boardrooms around the world. I can give you numerous examples (Names not mentioned to protect the guilty!) of projects not approved and even careers threatened because of the negative effect of junk words. I get called often to coach executives on the "way up" Their deficiencies in communication skills are standing in the way of promotions or important assignments. The use of junk words is usually high on the list of improvement opportunities.

What They Are and Why We Use Them

In English the ones we hear are uh, uhm, you know, and like. In Sweden you will hear err, in Canada eh, and in Japan ano. If you hear a German speaker say wissen sie, he has just said YOU KNOW! We call these junk words or to be more kind – filler words. In Spanish they are called wasted words. They fill the silence when we can't remember the next word or thought, when we transition to the next idea, or even when we are mentally translating from one language to another

The Cure

The cure is simple but not easy! You must replace the junk word with silence. When you arrive at any spot where you are not sure of what to say next... pause, and remain silent. Do not say uh! The first step in this process is to be sure you hear them. Record yourself, and listen. You may be surprised at what you hear! Be aware of when you hear them. After you have said them is too late. Your goal must be to hear them coming, and catch them before they come out of your mouth. Focus on this process and practice it. You can dramatically change other's perception of you – all because you have trashed your junk words!

- C. Mike Jousan