

Clear Communication Company

6453 North 77th Place, Suite 7
Scottsdale, Arizona 85250

C. Mike Jousan, President
www.clearcommunication.com

800-544-9551
480-443-4683

Communication Quips & Quotes

Communication Combats Things That Go Bump In The Night

The blurb caught my attention and drew me to the newspaper article. The article was about helping children handle bedtime fears.

The message?..Communication - facing fears with honesty, compassion, and openness. I thought about my children and their children. Then I thought about myself, my wife, you, and all the rest of us in this world. What about **our** "Things that go bump in the night?" Same answer: Communication.

Nearly five months have passed since September 11th, but the need for all of us to communicate better and more still continues. Sermons have been preached; articles have been written: and telephones and e mails have been compassionate connections between families and friends. A number of you have shared with me the words you have spoken and written, and the actions which you have taken. The aggregate of all these efforts - small or widespread - has helped enormously our efforts to cope with loss and understand the realities of a new

world situation. But the job is not finished. I urge you all to communicate more.

Communicate.Face To Face.

In the days just after 9/11, many persons in my profession were pushing videoconferencing. Buy stock in those companies and offer training in that medium. The prediction was that we would seriously curtail our traveling and face-to-face meetings. That piece of advice did not last long! We started traveling again, and the number of meetings started to rise again. We know that the best way to communicate will **always** be face to face. Open your door, get around your organization or company, and yes...schedule some more meetings! Give people the opportunity to vent, express themselves, and have some creative conversations.

Listen More Than You Talk.

At every level, in every home, in every club, and in every business - feelings are being expressed, opinions are being voiced, sadness and hope are being shared. Be sure you hear all of this. Try this experiment in your conversations. Ask question after question. Make the conversation last as long as possible before the other person is able to ask you any questions! You will be amazed at how much you will hear and

how much you will learn.

No one knows how long we will have, "Things that go bump in the night." I do know that the very best weapon to combat those things is communication. Communicate more often, and we'll all sleep better!

C. Mike Jousan

Noteworthy Information

During tough times, company leadership often sees communication as overhead that can be painlessly cut; a quick fix for reducing a top heavy budget. What's worse, company leaders often assume a stony silence with their employees thinking "no news is good news." This can lead to...distrust and suspicion, productivity decline, and loss of line of sight.

There's a strong argument to be made that communicating well and often in bad times is even more important than when business is flourishing.

- Susan B. Warner
Communication World



For Your Information

Need A Speaker?

<http://www.clearcommunication.com/keynote.htm>

Motivational Speaker/Author
GET MOTIVATED

Sales Trainer/Speaker Author **How to SELL the product your customers DON'T like to buy!**

Two former NFL quarterbacks. Life experiences. **How to get what you want.**

A prominent physician with a new book and talk on impotence. **"Putting Impotence to Bed: What Every Man & Woman Need to Know."**

A juggler who actually juggles while helping you **Learn to juggle your priorities**

A tax professional specializing in **"Tax Advantages of Starting a Home-Based Business."**

Motivational speaker/trainer teaches **How to get a bigger piece of the PIE™** and more of the "upper crust."

Clear Communication Company President/Author various tailored topics - motivational and inspirational

Get a complete listing and prices on our web site - **www.clearcommunication.com**

COACHING -- Individual or Groups

A Significant Opportunity About To Happen?
We Offer **INDIVIDUAL or GROUP COACHING** when you . . .

Are preparing for a job interview.
Have to meet the press.
Need to use a teleprompter.
Are meeting with securities analysts.
Face an all-important presentation.

CORPORATE WORKSHOPS

We offer **IN-HOUSE TRAINING** tailored to suit your company's needs. These are **ONE-HALF, ONE** and **TWO-DAY** interactive programs that include the following topics:

- **Communicate Better In-between Speeches and Presentations!** 2 programs:
 - A. (for Golf Professionals, Resorts and The Hospitality Industry)
 - B. (for businesses and organizations)
- **Communicating Upward in Your Organization**
- **Corporate Image-Dressing for Success** - personal and corporate image consultations
- **Creative Problem Solving**
- **Customer Service - "Make Customers Love You!"**
- **Deal Maker's Workshop**
- **E-Mail and Voice Mail: Friend or Foe?**
- **Executive Speech Coaching - "Don't Let The Messenger They Shoot Be You!"**
- **Futuring, Goal Setting and Planning**
- **Getting to Synergy**
- **How to Deal With People Who Cause You Difficulty**
- **Keys to Effective Leadership**
- **Media Training - "Make the Camera and Microphone Your Friends!"**
- **Negotiating Skills**
- **Presentation Skills - "Don't Let The Messenger They Shoot Be You!"**
- **Public Speaking - "Don't Let The Messenger They Shoot Be You!"**
- **Sell Yourself; Sell Your NEW Company**
- **Solving Communication Problems - "Face to Face Communications!"**
- **Successful Management of Change**
- **Team Building**
- **Train The Trainer**

Call 1-800-544-9551 for more information and pricing.

To Contact Us:

Call: (in Arizona) 480-443-4683
(Outside Arizona) 800-544-9551

Fax: 480-607-9311

E-mail: information@clearcommunication.com
Web site: <http://www.clearcommunication.com>