

Clear Communication Company

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Communication Quips & Quotes

Eye Contact - Good For The Audience ... And You!

Eye contact is good for the audience!

For everyone accustomed to getting information by television, eye contact is a key connection between people. The newscasters and talk show hosts read information as they look through teleprompters to a camera. As we watch the set, they appear to be talking directly to us!

This manner of receiving and processing information has dramatically changed the value of eye contact. Standards are

higher. We expect people to look in our eyes, and we are suspicious if they don't. In our

culture, eye contact signifies trust, confidence, and believability. But eye contact is meaningful in every culture. In other cultures, the absence of direct contact signifies deference to those more powerful. The bottom line? We look to each other's eyes for signals of what is going on inside. The eyes are the windows of the soul.

You of course need to use rock solid eye contact when you are speaking to a live audience or in one on one conversations. Also, modern technology presents challenges and opportunities for eye contact skills. When you are using a teleprompter or participating in a video conference, you must look directly at the teleprompter or the camera - as if they were human beings! The audience will perceive you as looking directly at them.

Eye contact is good for you!

People understand us better when we stay on track, talk in crisp clear sentences, and get rid of junk words. Eye contact is the foundation of better focus

and clearness in our speech. I saw a wonderful juggling act recently - the Karamazov brothers. They juggled

everything while talking, moving around, cracking jokes. How is that possible? Focus! They were like professional athletes who credit eye contact as the first step in mental focus which helps them "stay in the zone."

Consider this thought: **we are like cameras - what we focus on is what develops.** How convinced am I about this skill? Blindfold me, and take me to a meeting. Whenever I hear someone speaking in a clear, direct fashion, in words uncluttered with junk, I will bet - without seeing them - that they are using rock-solid eye contact.

Use rock-solid, 100% eye contact in every communication situation. **It's good for the audience and for you!**

C. Mike Jousan

For Your Information

CLEAR COMMUNICATION COMPANY Workshops

DON'T LET THEM SHOOT YOU! A COMMUNICATION WORKSHOP WITH MIKE JOUSAN

Having a large meeting? Bringing customers or users together? A celebration or in-house meeting? Spice things up with a workshop by Mike Jousan who will tell you (From the standpoint of communication) why he misses Al Gore! He solves the Mystery of Communication with his stories and examples that will entertain, inspire, and educate you. His high energy level and presence will enrich your meeting.

COMMUNICATING WITH THE JAPANESE - JEFFREY JOUSAN

Communication in your own language with people of your own culture can often be a difficult task. When you add to this the elements of a foreign language, a completely different culture, and a whole new way of doing business - you certainly have your work cut out for you. This seminar will give you the tools to enter the land of opportunity that lies beyond the gates of cultural misunderstanding. • This seminar will cover three main areas: Culture, Communication and Business, followed by the 5 golden rules of communicating and working effectively with the Japanese.

INTERNATIONAL PRESENTATION SKILLS (WHEN ENGLISH IS YOUR SECOND LANGUAGE) - MIKE JOUSAN

English is increasingly the "Language of Business" throughout the world. No matter where you live and work, you will have need to make presentations in English. If you are an overseas executive who: Is coming to the United States, is welcoming executives from the U.S., or if you work in or consistently relate to U.S. companies...you need to communicate better in those specific situations. • This program will also address presentation Do's and Don'ts, use of humor, when to talk about religion and politics - Never!, when to talk about sports - Almost always!, and how to discover and use "intelligence" and preparation when presenting to senior executives. Mike Jousan has coached individuals and teams in Sweden, Poland, Venezuela, Argentina, Brazil, Mexico, and the Dominican Republic.

THE DEAL MAKERS WORKSHOP - JOHN HORTON

A new, hands-on and practical approach to negotiation...This highly interactive and FUN two day session covers the real world fundamentals of negotiation. Learn SKILLS that can be applied immediately to business and personal situations! Learn, practice, and internalize the language of deal making, trading, and how to cope with difficult negotiators

- The Deal Makers Workshop is a behavioral approach for RESULTS and RELATIONSHIPS.
- The New Negotiating Edge is not what people ought to do, rationally or otherwise - it's about how people really behave and what they can do about it.
- The core of the course is a new 4-phase process -Prepare, Debate, Propose, and Bargain.

EMAIL & VOICE MAIL

Electronic Communication is here to stay! It has become an integral part of the way we do business. Virtually everyone has access to and depends upon voice mail and E-mail. We are able to communicate around the world instantly, reach one another at any time of the day or night, and connect with remote teams and salespeople with information, scheduling, and reports.

But there are problems and frustrations! Have you ever spent valuable time searching through an E-mail message trying to determine the main points and the requested action? How about the rambling voice mail messages which never seem to get to the point? Do you receive voice mail messages and E-mail messages that aren't really necessary? Do you sometimes feel that electronic communication has ceased being your friend and is bordering on becoming a foe? This training session will give you tools to communicate more effectively with Voice Mail & E-mail - and make them your Friends.

- The sessions will be highly interactive and fun! You will role-play voice mails and E-mails and receive feedback from the leader and the group. You will leave with a list of tips, do's/don'ts, and manners for electronic communication. You will leave with a check list to follow as you write E-mails and speak voice mails. Each person will analyze the efficiency of their communication and make a plan/commitment to improve their skills.
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