

Clear Communication Company

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

C. Mike Jousan, President
www.clearcommunication.com

480-443-4683

Communication Quips & Quotes

Face To Face Communication: Alive and Well

Just when you thought you would no longer need people skills...Some recent studies indicate that face to face communication is suffering from the effects of the electronic communication revolution. As we fax, e.mail, and surf the web, we are neglecting our people skills. I have a different opinion.

In his classic *Megatrends*, James Naisbitt gave us a chapter called, High Tech, High Touch. His point was that as technology increased and became more complex, there was a corresponding need for individual, personal connection. With every dramatic communication change there is an accompanying need and demand for face-to-face communication.

MostEverything.com.

Electronic communication is here to stay! What once was a cutting edge novelty has now become routine. We get information, buy products, and maintain contact with people electronically. Digital cameras allow us to send photographs

around the world almost instantaneously. Every business or organization I relate to has a web site and e.mail communication. The number of clients who come to us via the internet has increased dramatically.

Communication Issues.

There are some issues and some downsides to the new age. Do you get fewer e.mails than you wish? Is being connected 24 hours a day in every location a good thing? Are we wasting time on line with unproductive activities? Is e.mail destroying our grammar and making us more distant rather than closer? Will e.mail joke-sharing make comedians obsolete? Will newspapers, books, and libraries disappear?

The jury is still out on many of these issues. One fact is certain; technology is here to stay. If used properly it can help us communicate better and faster than we ever dreamed possible. So use it wisely, beware its downsides, and remember to...

Sharpen Your Face To Face Skills. To succeed in today's - and tomorrow's - world you still need to be able to make a good first impression, to be comfortable interacting with people, to interview for a new job, to make a presentation, to

lead a meeting, to participate in a meeting, and to handle the toughest questions they may ask you. As your responsibilities increase you may need to make a major speech or appear on television.

While electronic communication is marvelous, the most productive, satisfying, and rewarding communication will always occur when we meet each other in personal human circumstances.

C. Mike Jousan

Quotable Quotes

“When fear replaces passion in the creative process, that means it's the end of the process..”

Scott Burns

“Do or do not. There is no try.”

Yoda

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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