

Clear Communication Company

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Communication Quips & Quotes

Grow Your People Skills!

Grow Your People Skills is the title of a seminar I deliver to golf course superintendents. I use a quote from Jerry Junkins of Texas Instruments.
“Companies don’t buy from each other. People buy from people!”

Products and services don’t buy from each other either! Whatever you are “selling” - a product, a service, a plan, an idea, a **significant** part of that transaction will be your people skills! What are people skills? Listening, communicating, exhibiting trust and credibility, and being just plain likeable! How do you do this?

Be present. A golf course superintendent who I know was having trouble with the condition of his golf course. As conditions got worse, he became less visible to the membership. Members began to make jokes about a “sighting” of the superintendent. Others wondered if he had been placed in the witness protection program. I urged him to come back in the open. When difficult times come, that’s exactly the time when we must

communicate with our constituency.

Pay Attention! We like people who listen to us. Listening begins with an attitude and a commitment. You must **want** to listen! You must commit yourself to listen. You must listen in spite of any factor that makes you want to tune out. i.e. you don’t like the person, their accent, grammar, or appearance. Listen if they are not as quick as you are. Listen even if you think you know what they are about to say!

Communicate with the other person in mind! I have an acquaintance (not a friend) at church who looks over my shoulder while shaking hands with me. I get the impression he is looking for someone other than me to greet! Have you awakened in the middle of a conversation and realized that the other party has not heard a word you have said! Build on what you have heard when you listen.

Find out what other people do, what they care about, and what their special interests are. Ask questions and wait for their answers. Be sure to **follow-up!** If you promise something, deliver it. If you offer to make a contact, make it. Be on time for all occasions and be timely

in all your responses.

Your people skills are the sum total of your actions, your appearance, and your attitude. We do more business, make better deals, and establish lasting relationships with people we like. Want to grow? Grow your people skills!

C. Mike Jousan

Quotable Quotes

“I believe that when you open a bag of chips, no matter what size it is, it is a single serving.”

Jim Rosenburg

“Give a man a fish and you feed him for a day; teach a man to fish and you’ll have trouble getting him to work at the factory.”

Senator Jay Rockefeller’s grandfather

“Don’t be stingy with your expertise.”

Grover Cleveland

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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