

# Clear Communication Company

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## Communication Quips & Quotes

### I Don't Make Presentations!

**When ever someone tells me that,** I secretly think, "Yes, you do!" A colleague recently began working in a large company. In her position, she reports to and relates to the top officers of the corporation. After several months on the job, she approached her boss with the question, "When will I get to make a presentation to you senior executives?" The answer, "Every interaction is a presentation."

**All Communications Count.** Every encounter, interaction, or communication is a Moment of Truth by which you, your professionalism, and your value are judged. Whether the occasion is formal/informal, planned/extemporaneous, large group or small group...you are always communicating.

### Make Them All Count!

Most of us pay careful attention to our major presentations. We prepare our material and we may even rehearse it. (I strongly recommend that you rehearse!) What about those other moments of communication? When you are leading a meeting...or sitting in a meeting? When you are in a videoconference or a telephone conference call? When you

make or receive an impromptu phone call? What about that E-Mail you just sent?

I wish there were a detection device which would send us advance messages. Such as . . . "XY & Z will be on this conference call they are important to your career.... be sharp today." or "The CFO is going to ask for suggestions about the hidden costs: have a good answer ready."

The point is: you never know who will be listening and watching. A long-time friend of mine works in a very large corporation. During every day in all his years he has made a point of speaking pleasantly to everyone he meets. His reasoning? You never know who they are or who they may become in the future"

**One - Ten - One Thousand Rule** While there are some obvious differences, you will always be using the same skills in all of your communication situations - no matter whether your audience is very large or very small. You must know your audience, plan your content, connect with them using your tone of voice and body language, and look them in the eyes! Whenever you have advance notice for a presentation, be sure to prepare, organize, and rehearse. But always be alert

for those unexpected situations in everyday interactions. You may not know what the possible impact will be. But you should always remember, **"Every interaction is a presentation."**

*C. Mike Jousan*

### 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.

**Call 480-443-4683 today to book him!**

# For Your Information

## CLEAR COMMUNICATION COMPANY Workshops

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

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### **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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