

# Clear Communication Company

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## Communication Quips & Quotes

### Technology: Enemy or Friend?

I am working on my laptop which has more capacity and power than the first computer I ever saw. That one computer was housed in several buildings! That's wonderful. I have family in Japan, New York state, and Washington. I can communicate with them in seconds. That's wonderful. I cannot begin to name the advances in communication technology - all of which are wonderful. Technology is truly our friend, but we are having some problems with our friend.

Email and voice mail are in saturation mode. The speed of communication is making us all more impatient and is dramatically shrinking our already shrinking attention span. Newspaper stories are getting shorter, and you better answer your phone before it rings three times. Is technology becoming our enemy.

#### A fellow communicator offers this thought:

"...technology will actually increase the demand for face-to-

face communication, because people require high touch with their high tech. The challenge of face-to-face communication at all levels must be engaged simultaneously with the evolving challenge of using technology successfully." I agree and offer three strategies to protect face-to-face communication.

**Listen More.** Listening is a physical activity supported by a mental commitment. Decide to listen! Then pay attention with your eyes, body language, affirmative nods, and verbal support. Even if you are listening, we will not believe it unless you appear to be listening. So stop what you are doing and pay careful attention.

**Talk less.** Shorten your speeches, your voicemail messages, and even your emails. Get to the point quickly. I hear horror stories of vast numbers of voice mails and emails piling up. The best chance of getting through this kind of mass confusion is with a brief, to-the-point message.

**Handle With Care.** Precious and rare items demand special care - so does personal face-to-face communication. So use technology for all the wonderful things it can do. Use it wisely and prudently, i.e. cell phones in private, succinct emails. But remember to talk to your family and meet with your customers and colleagues.

Interview in person, and hold frequent, informal and personal conversations. Technology is our friend if we allow it to do what it does best - move information quickly. Then you and I can do what we do best - communicate face-to-face with each other.

*C. Mike Jousan*

### Quotable Quotes

"They see old faces freshly, old scenes as if for the first time. (They are like courageous explorers going into uncharted territory...not sure what is going to happen, but confident it will be exciting and growth-producing.) They rediscover people each time they meet them. They are interested in them. They ask questions and get involved. They are completely present when they listen."

*Stephen Covey*  
- *Principle-Centered Leadership*

"No external memory device from alphabet to laptop has degraded human abilities by its introduction...Machines take over routine work, freeing individuals to use their skills at higher levels."

*James Burke,*  
- *The Knowledge Web*

# 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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