

Communication Quips & Quotes

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Quotable Quote

"Leadership is not magnetic personality ... that can just as well be a glib tongue. It is not making friends and influencing people ... that is flattery. Leadership is lifting a person's vision to higher sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations."

- Peter Drucker

<http://www.clearcommunication.com>

Tiger Woods Takes Golf Lessons!

As an avid golfer, this is surprising but somehow reassuring news. If the best player in the world still gets a lesson now and then...shouldn't I? Of course I need more lessons that he does, but the thought fascinates me. And of course I apply this thought to my business. I have worked as a communication coach and advisor to senior executives in some of the world's largest companies. They have reached the top – but to their credit – they realize that...

Being a better communicator is a life-long process.

There is no vaccination to prevent lapses in communication. When you get a degree from a college or university, you no longer have to sit in classes and attend lectures. But you should **NEVER** cease your quest for learning. The same truth applies to your communication skills. We are engaged in a life-long process, and we will need lessons along the way. Here's why.!

It's About Feedback

The Scottish poet Robert Burns wrote, "Oh wad some power the giftie gie us to see oursels as ithers see us!" You cannot see your golf swing while you are swinging, and you cannot view your presentation while you are making it! The beauty of taking a lesson is that you can get feedback **BEFORE** you make the actual speech or presentation – and act on that feedback

Little things Mean A Lot

This will not be major surgery. I use that quote often as I begin a lesson. Getting a lesson is about fine-tuning. The overall impression we create in front of an audience is the sum of many small parts. A few junk words... an overly complicated visual... a lapse in enthusiasm. When added together these "little things" can cause serious damage to your presentation.

Give All That You Have

Recently I heard a sermon from my favorite minister in which he talked about speed – his fascination with it and the thrill it produces. (He reminded us that he is a careful, law-abiding driver!) When you look at your speedometer, it tells you how fast you **POSSIBLY** can go. But we usually drive at sensible and legal speeds. My minister said, "Don't live life that way! Don't live life at half or three quarters of your potential!"

The most important question you must ask yourself as a communicator is, "Am I giving and is the audience getting all that I have and am?" A lesson will help you take a good close look at your "Presentation Speedometer." What number is **POSSIBLE** for you, and what percentage are you actually giving? Our constant challenge is to raise that percentage as high as possible.

You can play golf and make presentations without taking lessons. However, you will score better and accomplish more when you do take lessons. Tiger Woods knows that; so should you!

- C. Mike Jousan

For Your Information

PROGRAMS FOR 2004

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

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)

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, Singapore, and the Dominican Republic.

THE DEAL MAKERS WORKSHOP

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. <http://www.clearcommunication.com>