

Clear Communication Company

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Communication Quips & Quotes

A Tale of Two Doctors

“That’s why I like Doctor A better than Doctor B.”

I was in a one-on-one session dealing with communication skills, and this was the “AHA” quote which came from my client. He explained that he sees a doctor for a particular medical situation, and he has two choices. They both are affiliated with major respected institutions, have the same kinds of diplomas on their walls, and have impeccable credentials. They are located several thousand miles apart, and he prefers Doctor A who is farther away from him and is far less convenient to see. Why? Better communication skills.

Communication enhances or detracts from ALL our human interactions.

When we buy things, negotiate agreements, take a guided tour, or make a visit to a doctor...the quality of communication skills will dramatically affect the quality of the interaction. When I asked my friend to be very specific about why he liked Doctor A better, he replied, “He pays total attention to me, he listens to what I say and values it, and he never seems rushed!” Can we apply these principles to other communication situations? Certainly!

Pay total attention to the other party or parties. Think of the times when this does not occur...the politician who “leaves a handshake too quickly”, the spouse who claims to be listening while changing channels on the TV, the person who works on his laptop during a meeting, and the person who makes a presentation which does not relate to or bring value to the audience.

Paying attention shows that you are listening and valuing what you hear. With your eye contact and body language show others that you are listening. With your responses, questions, and positive words show them that you value what they are saying.

Treat EVERYONE as if they are the most important person you have ever met. No matter how busy you are, do not act rushed or impatient. Do not give the impression that you have some other place to go or some other more important person to see.

Certain medical schools in the U.S. are considering making communication skills a requirement for graduation. The idea is that communication skills are not just a nicety but a necessity. Take a good look at

your communications skills and those of your team. People are always making a choice whether to do business with you or someone else - largely based on communication skills. Be sure you are like Doctor A, so that they will choose you!

C. Mike Jousan

Henry Miller in *Wisdom of the Heart*, wrote, " I obey only my own instincts and intuition. I know nothing in advance." -

You are the best at what you do, but you need to remain open at all times. Nothing will limit your power and effectiveness more than to think that you have it all figured out. Always view yourself as a beginner, always discovering, always willing to fail. Be open to what the body is telling you, and be ready to respond to it. The expert already has things figured out, already knows what is wrong, and already knows how to fix it. Nothing could be more limiting. If you know what you are going to do when you walk into the room, you don't know what you are doing! You need to flow like a cat, curious with all of your senses keenly aware, and respond to the moment. View yourself as a beginner, and let others view you as they will!

- from *Healing Ancient Wounds - The Renegade's Wisdom*
by John F Barnes, PT

For Your Information

CLEAR COMMUNICATION COMPANY 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 - 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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