COMMUNICATION MASTERY

PROVIDED BY NO HALO LLC IN PARTNERSHIP WITH NEW MEXICO RECYCLING COALITION AND NM-SWANA - ROADRUNNER CHAPTER

CONTENT

Exercise

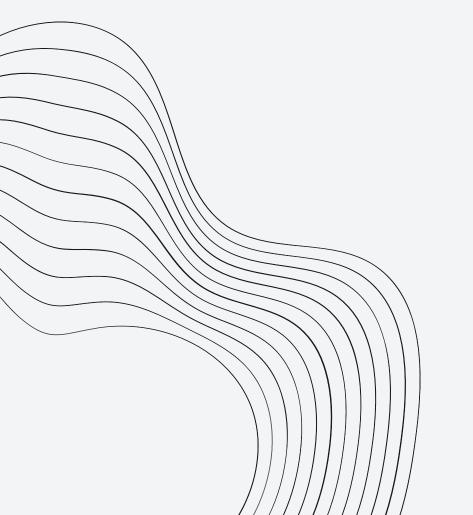
Pace

Priority

04 Direct/Indirect

Open/Guarded

Q&A





EXERCISE

Please pull out your Keys.

Please exchange your keys with someone in the room.

Please name one type of key you see on their keyring.

Please tell me some thing you would need to know in order to use that key.



PACE



How Fast or slow someone speaks

STRATEGY N°1



Time they take to process information before responding.

STRATEGY N°2



Selective or Non-Selective word choice.

STRATEGY N°3

PRIORITY



Identify
descriptive and
sentimental
language such as "I
feel" or "I believe"

STRATEGY N°1



Point out if facts, statistics, or evidence is being used.

STRATEGY N°2



Analyze the tone:
Fluctuated tone
or Monotone

STRATEGY N°3

DIRECTNESS



Concise language or Elaborate language

STRATEGY N°1



Eye contact, bold gestures or No eye contact and no gestures STRATEGY N°2



Yes/No answers

or
I might, Not sure,
Can't guarantee

STRATEGY N°3

OPENNESS



Actively listening and engaging or passively listening and pondering.

STRATEGY N°1



Crossed arms
and legs or
Uncrossed arms
and legs

STRATEGY N°2



How quick do they talk about their hobbies, experiences, or share personal information.

STRATEGY N°3

(Or Ask about.)

PLATINUM RULE

GOLDEN RULE

QUESTIONS & ANSWERS

We went over some valuable info, I am available for questions.

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