



# **COMMUNICATION MASTERY**

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



# CONTENT

- 01** Exercise
- 02** Pace
- 03** Priority
- 04** Direct/Indirect
- 05** Open/Guarded
- 06** 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.*

*Contact me:*

*IG/FB: @No\_HaloNM*

*YouTube: No Halo NM*

*Nico@NoHaloNM.com*

*www.NoHaloNM.com*

