

The Basic Difference

Local Leadership, National Teamwork

Credit, Sales and Operations Relationship

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What are the 4 Types of Communication?

Intrapersonal – conversations with ourselves

Interpersonal – one-on-one conversation

Small group – press conferences, board meetings, and team meeting

Public – presentation, public speeches

- 1. Verbal communication: conversations, interviews, calls**
- 2. Non-verbal communication: voice tone, facial expressions, postures**
- 3. Written communication: letters, memos, reports**
- 4. Visual communication: photographs, videos, films**

<https://www.proofhub.com/articles/effective-communication>

What is Effective Communication?

- Effective communication is about more than just exchanging information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.
- Effective communication sounds like it should be instinctive. But all too often, when we try to communicate we say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts can ensue.
- For many of us, communicating more clearly and effectively requires learning some important skills. Learning these skills can deepen your connections to others, build greater trust and respect, and improve teamwork, problem solving, and your overall social and emotional health.

<https://www.helpguide.org/articles/relationships-communication/effective-communication.htm>

Communication...it's a difference maker!

- Know your audience
 - Who are they, Know how they learning/processing, and prepare (audio, visual. both)
 - Who are they, Know what they do, responsibilities a “A day in the life”
 - What drives them, what is the goal
 - What is needed, information/ education, or convincing, or both

- Doug's 80 to 20 Rule...it still works!

- Remember, it's not what you say, but what is heard...that's what you Communicated!

Thanks for your time!

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