Critical Communication Skills
Welcome

- Thank you for joining us for this College of Continuing Education webinar.
- Critical Communication Skills
- Moderator: Alaina Schulz
  Information Center Representative
Please submit questions at any time during the webinar. Questions will be addressed as time permits at the end of the webinar.

Click the “Q&A” button.

Type your question and click send.
Webinar Recording

- A link to a recording of this webinar will be e-mailed to all registrants.

- You can expect to receive the webinar link in the next few days at the e-mail you submitted during your registration.
About the Presenter

Pete Machalek
Founding Partner of SagePresence

- Master’s degree in **Film** and **Communication Theory**
- Background in facilitating **Performance** and communicating with **Story**
- 13 years of experience helping business professionals **Present** more powerfully and **Communicate** more effectively
- **$3 Billion** track record for helping clients land new business
Critical Communication Skills
5 Critical Communication Zones

✓ Speaking upwards
✓ Speaking to peers
✓ Speaking to the people who report to you
✓ Speaking to customers
✓ Speaking to prospects
What They Want From You at Work

Boss

- Listen well
- Understand what is expected
- Accept instruction and guidance
- Understand the context
- Report about results and progress
- Present to boss
- Ask good questions
- Focus on highest priorities
What They Want From You at Work

Peers
- Be flexible
- Be responsive
- Be enjoyable
- Be supportive
- Listen
- Interpret
- Think on your feet
- Influence without authority
- Be positive

Boss
- Listen well
- Understand what is expected
- Accept instruction and guidance
- Understand the context
- Report about results and progress
- Present to boss
- Ask good questions
- Focus on highest priorities
What They Want From You at Work

Your Team
• Listen with understanding
• Be nurturing
• Be engaging
• Present with inspiration
• Speak with authenticity
• Influence
• Be charismatic
• Be persuasive
• Compelling messages
• Leadership presence

Boss
• Listen well
• Understand what is expected
• Accept instruction and guidance
• Report about results and progress
• Present to boss
• Ask good questions
• Focus on highest priorities

Peers
• Be flexible
• Be responsive
• Be enjoyable
• Be supportive
• Listen
• Interpret
• Think on your feet
• Influence without authority
• Be positive
What They Want From You at Work

Customers
- Sell
- Build relationships
- Be authentic
- Anticipate
- Understand
- Speak understandably
- Customer service
- Negotiate
- Emotional intelligence

Boss
- Listen well
- Understand what is expected
- Accept instruction and guidance
- Understand the context
- Report about results and progress
- Present to boss
- Ask good questions
- Focus on highest priorities

Peers
- Be flexible
- Be responsive
- Be enjoyable
- Be supportive
- Listen
- Interpret
- Think on your feet
- Influence without authority
- Be positive

Your Team
- Listen with understanding
- Be nurturing
- Be engaging
- Present with inspiration
- Speak with authenticity
- Influence
- Be charismatic
- Be persuasive
- Compelling messages
- Leadership presence

Customers
- Sell
- Build relationships
- Be authentic
- Anticipate
- Understand
- Speak understandably
- Customer service
- Negotiate
- Emotional intelligence
What They Want From You at Work

**Prospects**
- Forge meaningful connections
- Set the tone
- Ask good questions
- Listen
- Be enjoyable
- Be professional

**Boss**
- Listen well
- Understand what is expected
- Accept instruction and guidance
- Understand the context
- Report about results and progress
- Present to boss
- Ask good questions
- Focus on highest priorities

**Peers**
- Be flexible
- Be responsive
- Be enjoyable
- Be supportive
- Listen
- Interpret
- Think on your feet
- Influence without authority
- Be positive

**Your Team**
- Listen with understanding
- Be nurturing
- Be engaging
- Present with inspiration
- Speak with authenticity
- Influence

**Customers**
- Sell
- Build relationships
- Influence without authority
- Be authentic
- Leadership presence
- Anticipate
- Understand
- Speak understandably
- Customer service
- Negotiate
- Emotional intelligence

**Prospects**
- Forge meaningful connections
- Set the tone
- Ask good questions
- Listen
- Be enjoyable
- Be professional
What They Want From You at Work

Interviewer
• Talk about yourself
• Speak with confidence
• Connect meaningfully
• Communicate with passion
• Ask good questions
• Tell succinct stories that make a clear point

Boss
• Listen well
• Understand what is expected
• Accept instruction and guidance
• Understand the context
• Report about results and progress
• Present to boss
• Ask good questions
• Focus on highest priorities

Peers
• Be flexible
• Be responsive
• Be enjoyable
• Be supportive
• Listen
• Interpret
• Think on your feet
• Influence without authority
• Be positive

Your Team
• Listen with understanding
• Be nurturing
• Be engaging
• Present with inspiration
• Speak with authenticity
• Influence
• Be charismatic
• Be persuasive
• Compelling messages
• Leadership presence
• Ask good questions
• Influence
• Be positive

Customers
• Sell
• Understand relationships
• Accept instruction and guidance
• Be authentic
• Understand the context
• Anticipate
• Report about results and understand progress
• Present to boss
• Ask good questions
• Focus on highest priorities
• Listen
• Be enjoyable
• Be professional

Prospects
• Forge meaningful connections
• Set the tone
• Ask good questions
• Listen
• Be enjoyable
• Be professional
The 5 Most Critical Communication Skills

1. Appreciating
The 5 Most Critical Communication Skills

2. Listening
The 5 Most Critical Communication Skills

3. Leading a Conversation
The 5 Most Critical Communication Skills

4. Storytelling
The 5 Most Critical Communication Skills

5 Helping
What You Want at Work

According to a 2014 CareerBuilder survey, you want:

• To be recognized and rewarded for your value
• Job and career security
• Meaning and significance in your work
• To be challenged
4 Ways To Make Yourself Indispensable

1. Network Inside your Organization
4 Ways To Make Yourself Indispensable

Network Outside your Organization
Listen For Opportunity

3

4 Ways To Make Yourself Indispensable
Tell Your Company’s Story

4 Ways To Make Yourself Indispensable
Questions?
Look for an e-mail with a link to this presentation in the next few days.

Upcoming course dates:

Team Communications – March 5, 2015

Develop Effective Business Conversation Skills – March 19, 2015

Communicating with a Winning Presence – April 2, 2015

Powerful Presentations – April 17, 2015

For more information:
www.cce.umn.edu
612-624-4000