

# THE POWER OF WHAT YOU SAY AND HOW YOU SAY IT

## THE POWER GRADIENT

**1** ISN'T NECESSARILY ABOUT POSITION

**2** LIMITS SHARE OF VOICE

**3** MAY TRAP US IN A "CONTINUE" MODE

**SHARE A TIME YOU LACKED CONFIDENCE TO OPPOSE SOMEONE'S POINT OF VIEW...**

**SHARE A TIME YOU KEPT QUIET AROUND SOMEONE OF AUTHORITY...**

**SHARE A TIME YOU BECAME OVERLY COMMITTED AND COULDN'T ACCEPT AN ALTERNATIVE...**

## TYPES OF LIMITING COMMUNICATION



*Declarative means...*

*Dominating means...*

*Invulnerable means...*

## COMMUNICATION AUDIT

Did I contribute during this meeting? Why or why not?

Was I comfortable speaking up? Why or why not?

What percentage of time did I talk? Did I listen?

Did I invite others to contribute their thoughts?

Was I open to counter points of view? Why or why not?

## IMPROVING BEING HEARD

- 1 FORM COMPLETE SENTENCES WITHOUT HESITANCY**
- 2 IMAGINE YOURSELF AN EQUAL**
- 3 PRACTICE IN LOW-RISK SITUATIONS**

# THE POWER OF WHAT YOU SAY AND HOW YOU SAY IT

## RAISING AWARENESS AROUND HOW YOU COMMUNICATE

Am I unknowingly backing someone into a corner?

Am I creating space for others' contribution?

Am I inviting thinking into the conversation?

Am I humble enough to stay open to being wrong or corrected?

## TIPS FOR EFFECTIVE COMMUNICATION

- 1 GET AWARENESS AROUND DECLARATIONS:** Start to notice when you declare things, then add on a confirming question at the end. "This meeting went so well, right?" or "We're good to go, yes?" Statements that declare 'what is' back other people into a corner with little room to disagree.
- 2 ASK THINKING QUESTIONS:** We are wired to be do-ers and do-ers want to keep the wheels turning, maintaining progress, oftentimes not wanting to slow down or stop to think or question things. By asking questions that go beyond a simple yes or no answer, we engage others to think about the situation and be more thoughtful contributors to the conversation.
- 3 CHUNK COMMUNICATION DOWN:** The Leadership is Language book refers to chunking things down as working in "plays" as they do in football. A play is called, it is executed, then optimized prior to the next play. You don't play the game straight through without adjustments. Create a structure that allows the space and thought to check in along the way, which invites thinking and contribution to what's happened so far.

*Notes...*

## WEEKLY ASSIGNMENTS

1

**WEEK ONE: AUDITING MY COMMUNICATION**

COMPLETE THE WORKSHEETS PAGES 1-3 AS A START TO AUDIT HOW YOU FORM YOUR COMMUNICATION AND THE EFFECT IT MIGHT HAVE ON OTHERS, THEN ANSWER THE QUESTION BELOW.

*End of week reflection:*

WHAT DID I NOTICE ABOUT HOW I COMMUNICATE AFTER FILLING IN THE QUESTION PROMPTS?

2

**WEEK TWO: TRACK YOUR COMMUNICATION PERCENTAGES**

USE THIS CHART TO TRACK A WEEK'S WORTH OF MEETINGS AND ESTIMATE YOUR SPEAKING/ CONTRIBUTION TIME. *Check the box if you spoke in the meeting and fill in the % of time.*

Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/> _____ %	<input type="checkbox"/> _____ %	<input type="checkbox"/> _____ %	<input type="checkbox"/> _____ %	<input type="checkbox"/> _____ %
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## WEEKLY ASSIGNMENTS

3

**WEEK THREE: REFLECT ON WHERE THERE'S ROOM TO IMPROVE**

REVIEW YOUR NOTES IN THE PREVIOUS 4 WORKBOOK PAGES, THEN CONSIDER THE BELOW QUESTIONS.

*End of week reflection:*

WHERE OR WITH WHOM WOULD I LIKE TO IMPROVE HOW WE COMMUNICATE?

WHAT MIGHT BE GETTING IN MY WAY AS A COMMUNICATOR?

WHAT ARE A FEW SMALL STEPS I CAN TAKE TO IMPROVE HOW I AM HEARD IN CONVERSATIONS AND MEETINGS?

WHAT ARE A FEW SMALL STEPS I CAN TAKE TO IMPROVE HOW SAFE AND OPEN I MAKE IT FEEL FOR OTHERS TO COMMUNICATE WITH ME?