

Possible Titles for Session:

- ✂ Put Your Manners Where Your Mouth Is!
- ✂ Communicate with Confidence
- ✂ Talk So People Listen
- ✂ Communicate Like a Professional
- ✂ Courteous Communications
- ✂ Say it like you mean it!

Length of Session:

3 hours, including 2-ten minute breaks.

Sample “Sell” Segment:

Talk, talk, talk...how many words do you think you say in a day? And how many of those words inspire, motivate, capture, or persuade? Effective communication skills are a powerful tool. Having the ability to verbalize what you mean in a way that means something to others is an essential leadership quality. Join Canada’s etiquette expert _____ and learn tips and techniques for improving your verbal communication skills.

Who Would Benefit From This Session?

Business leaders, public speakers, negotiators, human resource professionals, anyone who communicates with others, anyone who needs to give direction and get action would benefit from this interesting and practical session.

Rationale for This Session:

On a daily basis we are bombarded with communications: emails, couriers, the radio, the chit chat of friends, honking of car horns, buzzers and beepers, ringing telephones, the

October 26, 2005

FREE PHONE CALLS?

Voice phone calls to be free within years: eBay CEO. “In a few short years, users can expect to make telephone calls for free, with no per-minute charges, as part of a package of services through which carriers make money on advertising or transaction fees, eBay’s chief executive said on Wednesday.”

Reuters.com

[Permalink](#)

October 25, 2005

ONLINE BULLYING

Confronting Bullies Who Wound With Words. “The new online dimension of bullying has



grown to the point that Scope, a nonprofit group that provides educational services to school districts, convened the Island’s first conference on bullying in cyberspace at Stony Brook University on Sept. 28. Five hundred teachers, administrators, technology experts and students from 3rd to 12th grade took part. On the Internet, said Betty Kauffman, manager of Scope, “you can take a kid who is 4 feet 11 and thin as a rail, and be the biggest bully in the world, but in real life he couldn’t do it.”

New York Times (may require free registration)

[Permalink](#)

October 18, 2005

There are about 5000 languages spoken in the world today (a third of them in Africa), but scholars group them together into relatively few families—probably less than twenty. Languages are linked to each other by shared words or sounds or grammatical constructions. The theory is that the members of each linguistic group have descended from one language, a common ancestor. In many cases that original language is judged by the experts to have been spoken in surprisingly recent times—as little as a few thousand years ago.

www.historyworld.net

Trainer continues:

Communicating through speech is quite a broad and complicated endeavor. Let's review all the elements of speaking which potentially impact a listener's understanding or comprehension of your oral message:

Trainer could ask participants to work together in groups to list as many elements as they can. Then trainer can review with the group. It would be helpful for trainer to tell participants that there are at least 23 elements and give 2-3 examples to get everyone started.

Elements of speaking:

1. Body language
2. Voice quality
3. Intention
4. Manner: directness, sincerity
5. Dress and clothing (style, color, appropriateness for situation)
6. Visual aids, animation
7. Eye contact

8. Emotional content, energy, strength
9. Self-concept
10. Concept of others
11. Listening, hearing the underlying message
12. Speaking from the heart
13. Energy
14. Setting, time, place, timing
15. How the messenger holds the message
16. Sensitivity
17. Rhythm and pacing
18. Attitude and confidence
19. Rapport
20. Agenda
21. Purpose of communication—knowing what you want to communicate
22. Clarity
23. Silence, centering, looking

www.itstime.com

The purpose of the exercise is to get participants to realize that each of the 23 elements of speech is an opportunity to either increase or decrease the effectiveness of communication. We can only control what we are aware of, so we need to remind ourselves to consider at least what, why, and how we are saying what we're saying. The point is—all too often we just talk and don't give it a second thought.

Use praise not
flattery—sincere
credible people
know the
difference.