

Talk Less, Say More – Connie Dieken

Use inverse proportions when communication is challenging. (24)

Smart communication will balance people and performance. (27)

The foundation of effective communication should be: Connect – Convey – Convince. (3)

Stay in their moment. Fully focus on their needs. (17)

Front-load with positives first. (29)

Consider their PMOC: Preferred Method of Communication. (35)

Consider your state of mind before delivering negative news, and exam your intentions. (40)

Proper candor offers solutions without fault-finding. It improves performance without fault-finding. (47)

Sugar-coating is selfish as it is a superficial way to appear more appealing. (50)

Communiclutter: Overload of communication. (65). Portion control is important. (68)

The eyes trump the ears, so any time you can show rather than tell you'll reduce the risk that the receiver will misunderstand, misconstrue, or mangle the message. (74) Brain processes visuals up to 10x faster than words.

1. Show contrast because it is a visual shortcut.
2. You are the first visual!

Communicate in triplets (accordion) and pre-load with desirable choice first, the least desirable in the middle, and the second preferred choice last. (88)

Anchor stories with basics (e.g. time/place) to signal that it's a story. (96)

“Planned Spontaneity”: You plan, but you sound spontaneous by how you deliver the story. (97)

Avoid Tagging and Hedging: Tagging is adding unneeded phrases (...don't you think?) and Hedging is creating down (I'm not an expert, but...). (119)

Provide reasons behind decisions as many people will assign it the worst possible reasoning without an explanation. (132)

Define; don't defend. (132)