

Strengthening Your Communication Skills

Learn and apply the proven techniques to help
you gain the essential people skills you need to
be successful in your career

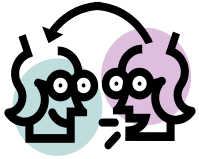


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The 4 Premium Communication Skills



SPEAKING



WRITING



READING



LISTENING

Give Directions that Employees Will Understand

1. Clearly define the task or project.
2. State the deadlines, standards and format
3. Give time frame
4. Check progress periodically
5. Give feedback



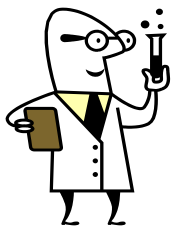
One question to absolutely “not” ask employees...again

Find out how to handle difficult people more effectively with less stress

Passive -

Assertive -

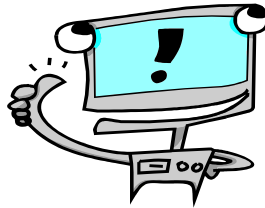
Aggressive –



**A Formula to help you with others
behaviors: _____**

How to gain enthusiasm, buy-in and support for your ideas and plans

First and foremost you must be _____!



Know what is important to the _____!

Know that you have support of the _____
_____ in your organization!

Be willing to take a _____!

Remember that _____ influence others. _____
alone do not!

Practice Habit #2 from Stephen R. Covey: _____
_____!

Remember that we create buy-in and support two ways:

- 1.
- 2.

Follow the advice of Zig Zigler: _____

