



**Session:** 5 of 9

**Date:** February 15, 2024

**Time:** 7:30 am to 4:00 pm

**Location:** Honeywell Center

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# REAL ALLOY

Today's Lunch Sponsor

# Today's Agenda



- State of Our Communities Breakfast
- Government Roundtable Q & A
- Communication Skills for Today's Leader
- Lunch
- Power in Our Differences
- Tour

A vertical yellow locker with a silver water fountain mounted on its lower half. The fountain has a blue water filter and a circular button. Above the fountain are several horizontal ventilation slats.

# Housing Keeping Items

- Restrooms
- WiFi Password
- Refreshments
- Smoking Policy



# Government Roundtable Q & A



# **Communication Skills for Today's Leaders**

**Anthony Juliano,**  
*Point Six Four Consulting  
and Training, LLC*

# COMMUNICATION SKILLS

FOR TODAY'S LEADERS



PRESENTED BY ANTHONY JULIANO







THINK OF THE  
**LEADERS** YOU  
ADMIRE.

WHAT MAKES THEM  
SO **GREAT**?





THINK OF THE  
**LEADERS** YOU  
ADMIRE.

WHAT MAKES THEM  
SO **GREAT**?



**NITIN NOHRIA**

**“COMMUNICATION IS  
THE REAL WORK  
OF LEADERSHIP.”**



COMMUNICATING  
WELL IS **INHERENTLY**  
**DIFFICULT**

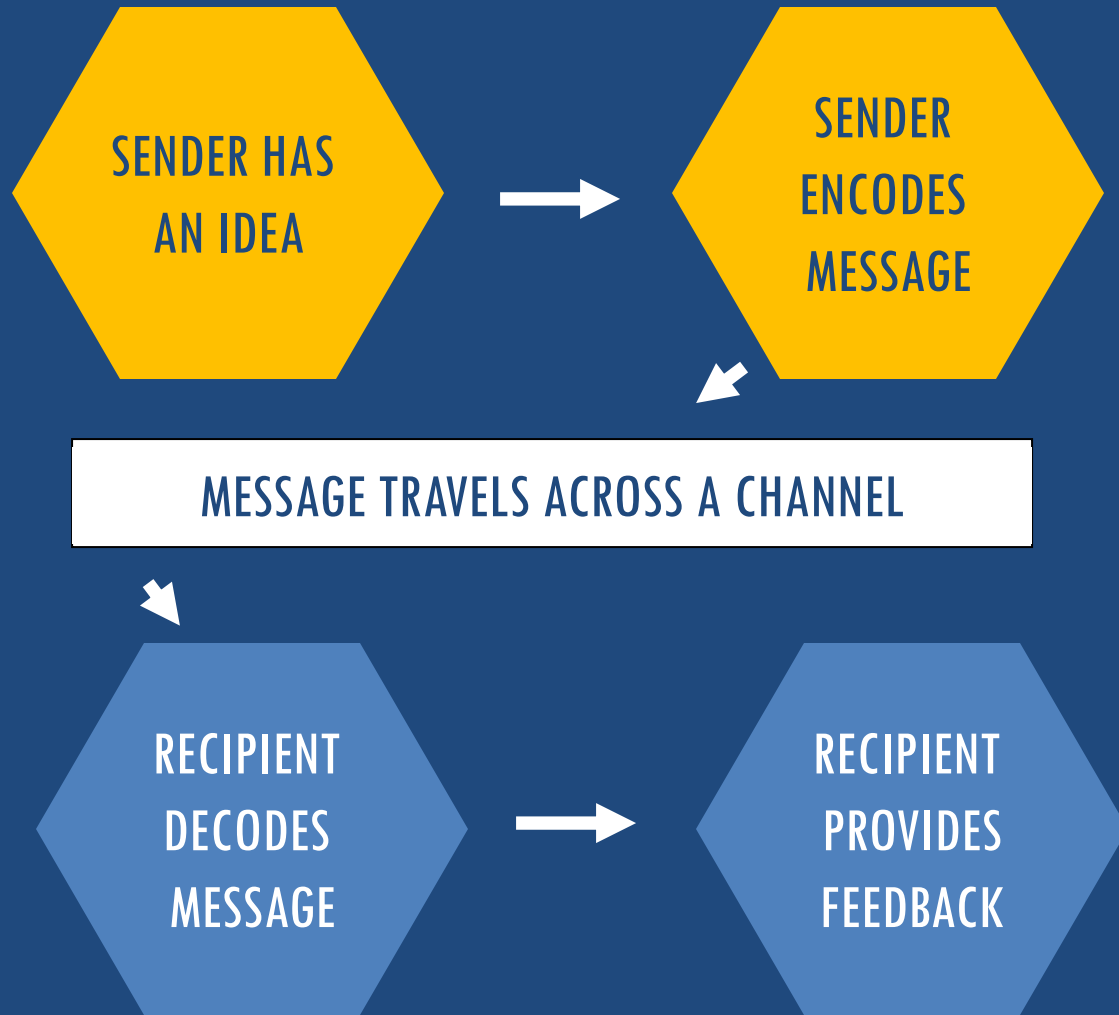


### **Big Cheese Brulée®**

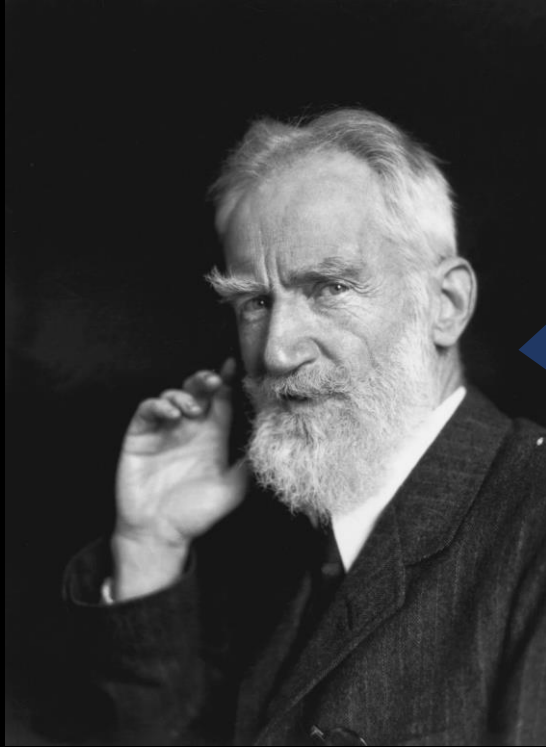
Over 5 lbs. tall, we hand-fired this classic NY Cheesecake. Finished with your choice of real fruit topping: Blueberry, Cherry, Mango, Strawberry or Raspberry. \$6.99



EVEN WHEN IT'S  
SIMPLE, A LOT HAS  
TO GO RIGHT







GEORGE BERNARD SHAW

“THE SINGLE BIGGEST  
PROBLEM IN COMMUNICATION  
IS **THE ILLUSION THAT  
IT HAS TAKEN PLACE.**”

TODAY WE HAVE  
UNPRECEDENTED  
**OPPORTUNITIES...**

AND  
UNPRECEDENTED  
**CHALLENGES**

# THE OPPORTUNITY

- WE HAVE ACCESS TO MORE INFORMATION THAN EVER BEFORE
- WE CAN ACCESS THIS INFORMATION 24/7
- WE HAVE ACCESS TO MORE PEOPLE THAN EVER BEFORE
- WE CAN COLLABORATE AND SHARE MORE EASILY THAN EVER BEFORE
- THERE ARE NO GATEKEEPERS

# THE CHALLENGE

- WE HAVE ACCESS TO MORE INFORMATION THAN EVER BEFORE
- WE CAN ACCESS THIS INFORMATION 24/7
- WE HAVE ACCESS TO MORE PEOPLE THAN EVER BEFORE
- WE CAN COLLABORATE AND SHARE MORE EASILY THAN EVER BEFORE
- THERE ARE NO GATEKEEPERS

SO...

**HOW SHOULD  
YOU RESPOND?**

# OUR AGENDA

- COMMUNICATING WITH **CLARITY**
- EARNING **CREDIBILITY**
- COMMUNICATING **COLLABORATIVELY**
- WRAP UP AND Q & A

AND YES, YOU'LL HAVE THESE SLIDES

**TIME MANAGEMENT**  
PROVIDES THE FOCUS  
YOU NEED TO  
COMMUNICATE WELL

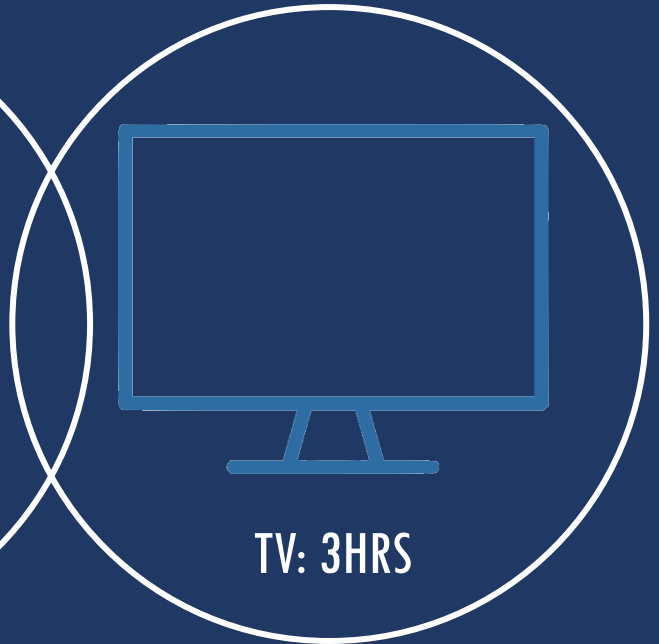
**CLEAR, CREDIBLE,  
COLLABORATIVE  
COMMUNICATION**  
ALLOWS YOU TO  
SHARE INFORMATION  
AND LEARN FROM  
YOUR TEAM

**EFFECTIVE MEETINGS**  
ARE (STILL) ONE OF  
THE BEST EXAMPLES  
OF COLLABORATIVE  
COMMUNICATION—  
WHEN USED  
EFFECTIVELY

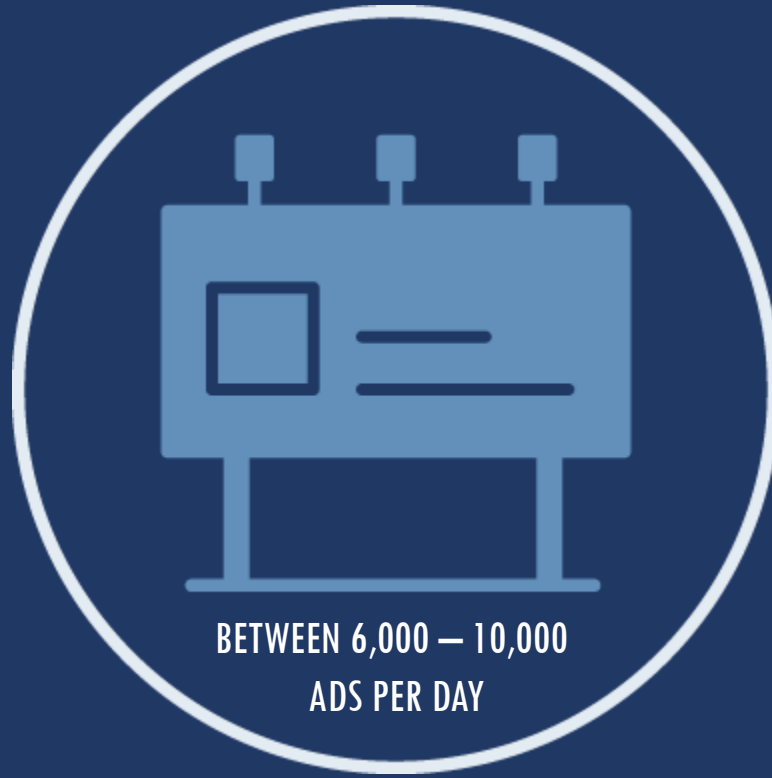
**COMMUNICATING WITH  
CLARITY**



# HOW MUCH TIME WE SPEND ON AVERAGE WITH...



AND WE SEE...



THERE'S NEVER BEEN MORE  
**COMPETITION** FOR ATTENTION...

SO WE NEED A **HIGH SENSE OF URGENCY**  
ABOUT COMMUNICATING WITH CLARITY



LYNNE CAZALY

“WHEN OUR BRAINS ARE OVERLOADED WITH TOO MUCH DATA FROM THE OUTSIDE WORLD, **WE CAN STRUGGLE TO ABSORB, PROCESS, AND MAKE SENSE OF IT**—HAMPERING OUR ABILITY TO MAKE SMART DECISIONS AND PERFORM AT OUR BEST.”

# HOW DO YOU COMMUNICATE WITH CLARITY?

- FOCUS ON YOUR SPECIFIC AUDIENCE
- USE PRECISELY THE RIGHT TOOL
- DEVELOP PRECISELY THE RIGHT MESSAGE

**SLOW DOWN  
IN ORDER TO  
SPEED UP**



HOW DO YOU  
COMMUNICATE  
WITH CLARITY?

- **FOCUS ON YOUR SPECIFIC AUDIENCE**

YOUR AUDIENCE  
IS **ALWAYS**  
**THINKING...**

WHAT DOES THIS  
MEAN FOR **ME?**



THIS **DOESN'T**  
MAKE YOU  
SELFISH...

IT MAKES YOU  
**HUMAN**

GIVING THEM  
WHAT **THEY**  
WANT...

IS THE BEST WAY TO  
GET WHAT **YOU**  
WANT

# THE AUDIENCE

- WHAT IS THEIR Demeanor?
- WHAT DO THEY KNOW ABOUT THE ISSUE?
- WHAT IS MY/MY COMPANY'S HISTORY WITH THEM?
- WHAT IS THEIR CULTURAL BACKGROUND?
- WHAT IS THEIR COMMUNICATION STYLE? (IF KNOWN)

HOW DO YOU  
COMMUNICATE  
WITH CLARITY?

- **USE PRECISELY THE RIGHT TOOL**



WHAT ARE  
ALL **THE WAYS**...

PEOPLE CAN  
COMMUNICATE  
WITH **YOU**?

# MY LIST: 15+ POINTS OF CONTACT

- FACE TO FACE
- CELL PHONE CALLS
- OUTLOOK
- GMAIL
- TEXT
- SLACK
- LINKEDIN MENTION
- LINKED IN DIRECT MESSAGE
- TWITTER MENTION
- TWITTER DIRECT MESSAGE
- ~~INSTAGRAM MENTION~~
- ~~INSTAGRAM DIRECT MESSAGE~~
- POSTAL MAIL AT WORK
- POSTAL MAIL AT HOME
- VIDEOCONFERENCE/TEAMS
- TEAMS CHAT
- AND I PROBABLY MISSED SOME



IS ALL THIS  
CHOICE...

A **GOOD** THING  
OR A **BAD**  
THING?

**HAVE YOU  
HEARD OF...**



**VISHAL GARG?**



## Better.com CEO fires 900 employees over Zoom

 [cnn.com/2021/12/05/business/better-ceo-fires-employees/index.html](https://www.cnn.com/2021/12/05/business/better-ceo-fires-employees/index.html)

December 5, 2021

*New York, NY (CNN)* Better.com CEO Vishal Garg announced the mortgage company is laying off about 9% of its workforce on a Zoom webinar Wednesday abruptly informing the more than 900 employees on the call they were being terminated just before the holidays.

"If you're on this call, you are part of the unlucky group that is being laid off," Garg said on the call, a recording of which was viewed by CNN Business. "Your employment here is terminated effective immediately."

He then said employees could expect an email from HR detailing benefits and severance.

Here's why Gen Z is unionizing

"Having to conduct layoffs is gut wrenching, especially this time of year," CFO Kevin Ryan said in a statement to CNN Business.

"However a fortress balance sheet and a reduced and focused workforce together set us up to play offense going into a radically evolving homeownership market."

Garg cited market efficiency, performance and productivity as the reason behind the firings. Fortune later reported Garg accused the employees of "stealing" from their colleagues and customers by being unproductive and only working two hours a day.

"This is the second time in my career I'm doing this and I do not want to do this. The last time I did it, I cried," Garg said on the call, which remained short and emotionless.

Among those fired were the diversity, equity and inclusion recruiting team.

The Softbank-backed mortgage lender announced in May it was going public through an SPAC and last week received \$750 million in cash as part of the deal. The company is prepared to have more than \$1 billion on its balance sheet.

72% of unvaccinated workers vow to quit if ordered to get vaccinated

Garg has been involved in controversy before, as evidenced by an email he sent to staff that was obtained by Forbes.

"You are TOO DAMN SLOW. You are a bunch of DUMB DOLPHINS... SO STOP IT. STOP IT. STOP IT RIGHT NOW. YOU ARE EMBARRASSING ME," he wrote.

The Daily Beast reported in August that one of Garg's most "loyal lieutenants" received massive perks, such as millions of dollars worth of stock options that could be vested immediately, not comparable to other employees. That person was later placed on administrative leave for bullying.

THE RIGHT  
CHOICE ISN'T  
ALWAYS  
**OBVIOUS**...

SO IT'S CRITICAL TO  
THINK ABOUT  
WHAT'S BEST FOR  
**EACH UNIQUE  
SITUATION**

# SYNCHRONOUS

- FACE-TO-FACE
- VIDEOCONFERENCE
- PHONE CALLS



# ASYNCHRONOUS

- EMAIL
- TEXTING/IM
- SOCIAL MEDIA CHATTER



WHICH COMES  
WITH  
**GREATER  
CHALLENGES?**

WHICH IS **MORE  
COMMON** IN  
TODAY'S  
ENVIRONMENT?

WHEN SHOULD  
YOU **AVOID**  
ASYNCHRONOUS  
COMMUNICATION?

WHEN YOU'RE  
USING IT OUT OF  
**CONVENIENCE**  
OR **HABIT**

# QUESTIONS TO CONSIDER

- IS IT A COMPLICATED OR DIFFICULT CONVERSATION?
- IS IT HELPFUL THAT THE AUDIENCE HEAR YOUR TONE OF VOICE/INFLECTION?
- ARE YOU TRYING TO BUILD A RELATIONSHIP?

**IF THE ANSWER IS YES, USE A SYNCHRONOUS TOOL**



WHAT'S THE  
BEST TOOL?

WHATEVER'S BEST  
FOR THE UNIQUE  
SITUATION AND  
AUDIENCE

WHAT  
ABOUT...

**TEAM  
COMMUNICATION?**





PATRICK LENCIONI

“THERE IS NO BETTER WAY TO HAVE A  
FUNDAMENTAL IMPACT ON AN  
ORGANIZATION THAN BY **CHANGING  
THE WAY IT DOES MEETINGS.**”

**ANOTHER TOOL FOR  
GROUP  
COMMUNICATION...**

**TEAM AGREEMENTS**

HOW DO YOU  
COMMUNICATE  
WITH  
CLARITY?

- **DEVELOP PRECISELY THE  
RIGHT MESSAGE**


**EFFECTIVE  
COMMUNICATION**

**IS...**

**CONCISE AND  
PRECISE**

**HERE'S** WHAT...

**NOT TO DO**



**“THE TIMELINE IS  
EXPEDITED, BUT  
NOT PRESENT”**



**“I NEED IT SOON,  
BUT NOT TODAY.”**



**“I NEED IT BY 5 PM  
ON FRIDAY.”**



**WHY** DOES  
THIS HAPPEN?



# SUMMARY: HOW TO CUT THROUGH THE CLUTTER

- REMEMBER, WHAT'S IN IT FOR **THEM**?
- USE THE RIGHT TOOL
- COMMUNICATE TO INFORM, NOT IMPRESS; BE CONVERSATIONAL
- AIM FOR A BALANCE BETWEEN PRECISE AND CONCISE

A group of diverse people, including men and women of various ages, are participating in a group exercise class in a gym. They are all wearing athletic wear and are captured in a dynamic, low-to-the-ground pose, suggesting a cardio or strength training routine. The gym has a light-colored wooden floor and large windows in the background. A blue rectangular box with white and yellow text is overlaid on the left side of the image.

# GROUP EXERCISE!



Please help us find our dear dog Spike! He ran away from home (413 Scotia Ave.) last Monday at approximately 5 p.m. He was last seen in our backyard by our daughter Julie.

Spike is a three-year old golden retriever. He wears a blue collar with a fire-hydrant-shaped name tag hanging from it. Spike is very friendly and will respond if you call him by name. He also may bark if you approach him. Don't worry, though—his bark is much worse than his bite. 😊

If you find Spike, please call (260) 555-1212 and ask for Janet or Joe. We also have an answering machine if you'd like to leave a message. Because Spike means so much to us, we're offering a \$50 reward to whoever finds him. Thank you for reading this!

# LOST DOG - "SPIKE"

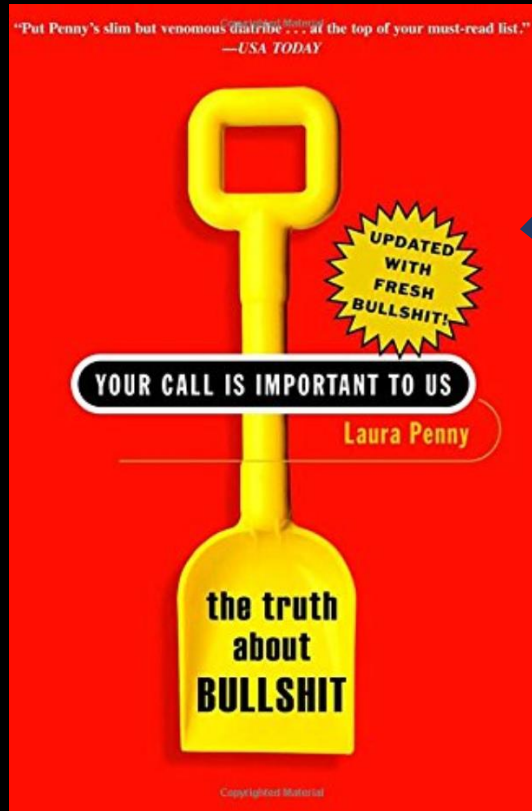


**\$50 REWARD — (260) 555-1212**

**CLARITY IS**  
ALSO...

**INTEGRAL TO  
BUILDING TRUST**

EARNING **CREDIBILITY**  
AND TRUST



“NEVER IN HISTORY HAVE SO MANY PEOPLE UTTERED STATEMENTS THAT THEY KNOW TO BE UNTRUE. PRESIDENTS... REPORTERS, CORPORATE EXECUTIVES, AND COUNTLESS OTHERS HAVE TAKEN TO SAYING NOT WHAT THEY ACTUALLY BELIEVE, BUT WHAT THEY WANT OTHERS TO BELIEVE—NOT WHAT IS, BUT WHAT WORKS.”

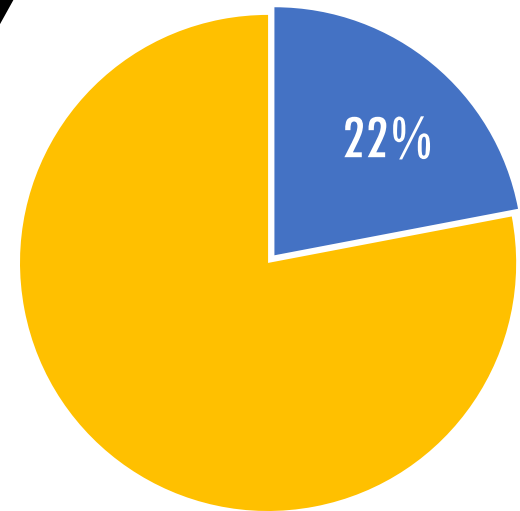


# STATE OF THE AMERICAN WORKPLACE

EMPLOYEE ENGAGEMENT INSIGHTS FOR U.S. BUSINESS LEADERS



GALLUP  
GALLUP



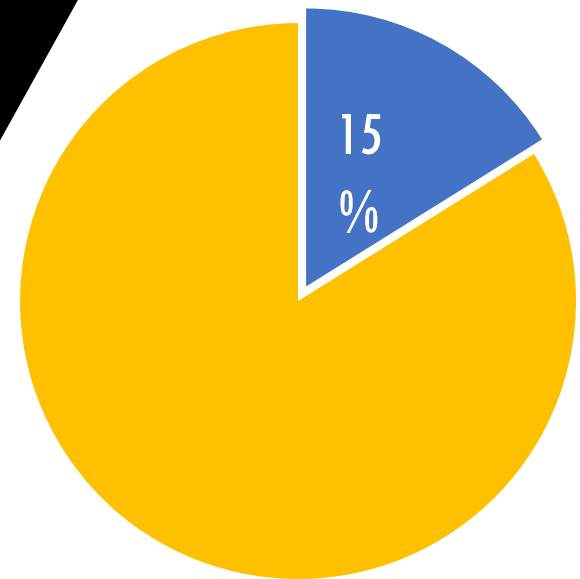
**STRONGLY AGREE THAT LEADERSHIP  
HAS A CLEAR DIRECTION  
FOR THEIR ORGANIZATION**

# STATE OF THE AMERICAN WORKPLACE

EMPLOYEE ENGAGEMENT INSIGHTS FOR U.S. BUSINESS LEADERS



GALLUP  
GALLUP



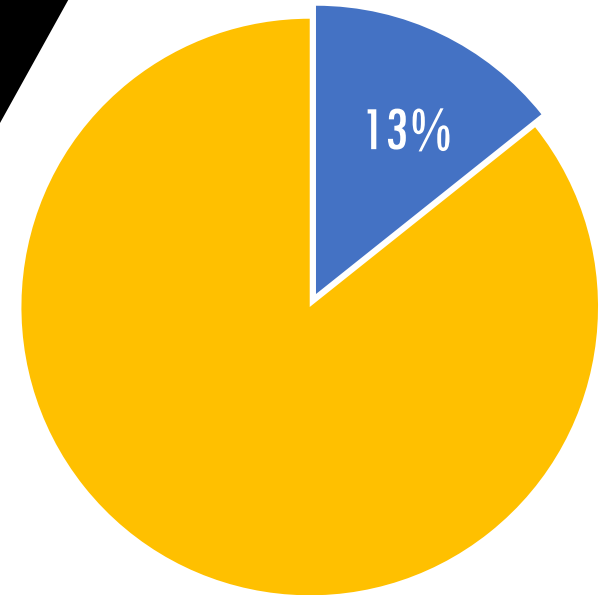
**STRONGLY AGREE THAT LEADERSHIP MAKES THEM  
ENTHUSIASTIC ABOUT THE FUTURE**

# STATE OF THE AMERICAN WORKPLACE

EMPLOYEE ENGAGEMENT INSIGHTS FOR U.S. BUSINESS LEADERS



GALLUP  
GALLUP



**STRONGLY AGREE THAT LEADERSHIP  
COMMUNICATES EFFECTIVELY WITH  
THE REST OF THE ORGANIZATION**



**COMMUNICATE LIKE  
A HUMAN. AVOID  
JARGON, BUZZWORDS,  
AND SCRIPTED  
LANGUAGE**

A photograph of two men in an office setting. One man, wearing a red sweater and glasses, is leaning over the shoulder of another man who is sitting at a desk and looking at a computer monitor. The man at the desk is wearing a dark blue turtleneck and glasses. In the background, there are other people working at desks in a bright, modern office with large windows. A dark blue rectangular box is overlaid on the right side of the image, containing white and yellow text.

BUILDING TRUST  
DEMANDS  
EMPATHY



BRENE BROWN

“EMPATHY... **DOESN'T** REQUIRE  
THAT WE HAVE EXPERIENCED THE  
SAME SITUATION THEY  
ARE GOING THROUGH.”



VIVEK MURTHY

“EMPATHY IS CHOOSING TO SEE  
OURSELVES IN ANOTHER DESPITE  
OUR DIFFERENCES.”

## SYMPATHY

FEELING **FOR** PEOPLE AND  
SEEING THEM THROUGH THE  
LENS OF **YOUR** EXPERIENCE

## EMPATHY

FEELING **WITH** PEOPLE AND  
SEEING THEM THROUGH THE  
LENS OF **THEIR** EXPERIENCE



## HOW “SYMPATHY” IS SOMETIMES PRESENTED IN LEADERSHIP

“I’M SORRY YOU  
FEEL THAT WAY.”

## HOW WE **SHOULD** EXPRESS EMPATHY

“I UNDERSTAND THAT  
YOU’RE UPSET, AND I’LL DO  
EVERYTHING I CAN TO HELP.”

# WHAT EMPATHY REQUIRES

- ACTIVE LISTENING (MORE ON THIS LATER)
- UNDERSTANDING THE OTHER PERSON'S PERSPECTIVE **WITHOUT JUDGMENT**
- **SEEKING TO UNDERSTAND** WHAT THEY'RE FEELING
- **COMMUNICATING** THAT YOU UNDERSTAND WHAT THEY'RE FEELING

CREDIBILITY ALSO  
REQUIRES ASKING  
**YOURSELF...**

ARE MY EXPECTATIONS  
**CLEAR AND  
REALISTIC?**

# THREE COMMON CHALLENGES

- UNEXPRESSED EXPECTATIONS
- UNREALISTIC EXPECTATIONS
- UNFULFILLED EXPECTATIONS

# **AVOID** **UNEXPRESSED** **EXPECTATIONS**

- **DON'T ASSUME YOUR TEAM MEMBERS KNOW WHAT YOU WANT FROM THEM—  
OVERCOMMUNICATE WHAT'S MOST IMPORTANT**
- **WHEN THEY'RE IMPORTANT, MAKE SURE YOU PUT THEM IN WRITING**
- **INVITE QUESTIONS AT THE OUTSET AND ALONG THE WAY**

# **AVOID SETTING UNREALISTIC EXPECTATIONS**

- **REMEMBER, YOUR PEERS MAY NOT HAVE THE SAME SKILLS AND KNOWLEDGE AS YOU**
- **BE SURE TO FACTOR IN THEIR OTHER PRIORITIES**
- **AGAIN, INVITE QUESTIONS AT THE OUTSET AND ALONG THE WAY**

# AVOID EXPERIENCING UNFULFILLED EXPECTATIONS

- BE HONEST ABOUT TIMES WHEN YOUR EXPECTATIONS WERE UNMET AND BE SURE THEY WERE...
  - EXPRESSED
  - REALISTIC
- USE THESE AS TEACHABLE MOMENTS FOR YOU **AND** YOUR TEAM
- TAKE THE LONG VIEW: DON'T LET ONE UNFULFILLED EXPECTATION SHORT CIRCUIT YOUR RELATIONSHIPS

**SO, WHAT ABOUT  
PERSISTENT  
PROBLEMS...**

**YOU'VE TRIED TO  
ADDRESS?**



**CREDIBILITY** ALSO  
REQUIRES...

**DIFFICULT  
CONVERSATIONS**



PERRY BELCHER

“NOTHING WILL KILL  
A GREAT EMPLOYEE FASTER  
THAN WATCHING YOU  
**TOLERATE A BAD ONE.**”



TIM FERRIS

“A PERSON’S SUCCESS IN LIFE  
CAN USUALLY BE MEASURED BY **THE  
NUMBER OF UNCOMFORTABLE  
CONVERSATIONS** HE OR SHE  
IS WILLING TO HAVE.”

# HOW TO HAVE DIFFICULT BUT NECESSARY CONVERSATIONS

1. INTRODUCE THE CONVERSATION
2. EMPATHIZE; STATE YOUR MOTIVE
3. DESCRIBE THE BEHAVIOR: “I’VE NOTICED...”
4. STATE THE IMPACT: WHAT PEOPLE ARE THINKING VS. WHAT HE/SHE LIKELY WANTS THEM TO THINK

SOURCE: SHARI HARLEY, 8 STEPS TO SAY ANYTHING TO ANYONE IN 2 MIN. OR LESS

# HOW TO HAVE DIFFICULT BUT NECESSARY CONVERSATIONS

5. HAVE A DIALOGUE: “WHAT ARE YOUR THOUGHTS?”
6. ASK FOR PERMISSION TO MAKE A SUGGESTION; IF GRANTED, MAKE IT
7. AGREE ON NEXT STEPS
8. SAY “THANK YOU”

SOURCE: SHARI HARLEY, 8 STEPS TO SAY ANYTHING TO ANYONE IN 2 MIN. OR LESS

# DIFFICULT CONVERSATIONS: KEYS TO SUCCESS

- MAKE SURE IT'S A REAL PROBLEM AND NOT AN ANOMALY
- FIND A PRIVATE PLACE TO TALK
- DON'T BAIT AND SWITCH
- DON'T DRAG IT OUT
- OWN IT; DON'T IMPLICATE OTHERS

# DIFFICULT CONVERSATIONS: KEYS TO SUCCESS

- PREPARE—YOUR COMMENTS AND ANTICIPATED OBJECTIONS
- KNOW YOU'RE NOT HELPING ANYONE IF YOU LET REAL DISRUPTIONS PERSIST

A group of diverse people, including men and women of various ages, are participating in a group exercise class in a gym. They are all wearing athletic wear and are captured in various dynamic poses, suggesting a high-energy workout. The gym has a light-colored wooden floor and large windows in the background. A blue rectangular box is overlaid on the left side of the image, containing the text "GROUP EXERCISE!".

# GROUP EXERCISE!



# HOW TO HAVE DIFFICULT BUT NECESSARY CONVERSATIONS

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SOURCE: SHARI HARLEY, 8 STEPS TO SAY ANYTHING TO ANYONE IN 2 MIN. OR LESS

YOU'LL NEED TO  
DECIDE **WHICH**  
**IS MORE**  
**DIFFICULT...**

**HARD**  
**CONVERSATIONS**  
**OR CONTINUED**  
**CHALLENGES**

**FOSTERING**

**COLLABORATION**

# WHY COLLABORATION MATTERS

- LEADERS NEED EYES AND EARS THROUGHOUT THE ORGANIZATION
- ALLOWS YOU TO FOCUS ON YOUR AREA OF EXPERTISE
- MAKES THE ORGANIZATION STRONGER

# COLLABORATION STARTS WITH **ACTIVE LISTENING**

- TAKING A LEADERSHIP ROLE MEANS LESS DIRECT CONTACT WITH THOSE YOU SERVE
- AS A RESULT, YOU'RE NO LONGER THE EXPERT—AND YOU HAVE TO LISTEN TO UNDERSTAND WHAT MATTERS

# WHAT GREAT LEADERS DO

- MODEL AND REINFORCE THE MISSION, VISION, AND VALUES
- **LISTEN** TO WHAT'S HAPPENING ON THE FRONT LINES
- REMOVE BARRIERS THAT GET IN THE WAY

# HOW SHOULD YOU **RESPOND**?

- **MAKE ACTIVE LISTENING A PRIORITY**



A group of diverse people, including men and women of various ages and ethnicities, are participating in a group exercise class in a gym. They are all wearing athletic wear and are captured in various dynamic poses, suggesting a high-energy workout. The gym has a light-colored wooden floor and large windows in the background. A blue rectangular box is overlaid on the left side of the image, containing the text "GROUP EXERCISE!".

# GROUP EXERCISE!



7 days with Premium features are over

GO PREMIUM

Solebaysstraat

Livornostraat

Haarlemmerweg  
Amsterdam

10:32 (3min) 1.9 km 43 km/h

# TIPS FOR ACTIVE LISTENING

- CREATE AN ENVIRONMENT THAT ENCOURAGES **FOCUS**
- BE AWARE OF DIFFERENT COMMUNICATION STYLES!
- ANSWER THE QUESTIONS THAT ARE ASKED, BUT DON'T JUMP AHEAD OR INTERRUPT

**EXPERIENCE CAN  
ACTUALLY HOLD  
YOU BACK**

- WE BELIEVE WE KNOW WHERE THE CONVERSATION IS GOING
- WE BEGIN THINKING OF SOLUTIONS TOO SOON

# **TIPS FOR ACTIVE LISTENING**

- **CREATE AN ENVIRONMENT THAT ENCOURAGES FOCUS**
- **BE AWARE OF DIFFERENT COMMUNICATION STYLES!**
- **ANSWER THE QUESTIONS THAT ARE ASKED, BUT DON'T JUMP AHEAD OR INTERRUPT**
- **REMEMBER, YOU'LL HAVE YOUR TURN**

**IT'S NOT  
ALWAYS  
SILENT!**

- ASK RELEVANT FOLLOW UP QUESTIONS
- USE GESTURES AND “VERBAL NODS” (“OKAY,” “I SEE”)
- PARAPHRASE WHAT THE SPEAKER SAYS
  - HELPS YOU TO SOLIDIFY THE PROBLEM IN YOUR OWN MIND

ENCOURAGE  
OTHERS TO  
LISTEN TO YOU

- MODEL THE BEHAVIOR
- RESPECTFULLY ASK FOR THEIR ATTENTION
- ASK THEM TO PARAPHRASE WHAT YOU'VE SAID
- REINFORCE **WHY** YOU'RE ASKING FOR INFORMATION, NOT JUST **WHAT** YOU NEED

**OTHER  
COLLABORATIVE  
COMMUNICATION  
TOOLS**

- **TEAM AGREEMENTS**
- **MEETINGS: MORE ON THIS  
NEXT TIME**
- **1-TO-1 “CHECK-IN” MEETINGS**





WHAT ARE  
YOUR  
PRIORITIES?

HOW CAN  
I HELP?

**WRAP UP**

**AND Q & A**

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# GROUP EXERCISE!



THE **ONE THING**  
YOU'LL WORK  
ON...

AND WHAT'S  
**THE NEXT**  
**STEP?**

**THANK  
YOU!**



**ANTHONY JULIANO**

**ANTHONYJULIANO.COM**

**AJJULIANO@GMAIL.COM**

**260-615-3426**



**ANTHONY JULIANO**

ANTHONY IS AN EXPERIENCED TRAINER AND MARKETING AND STRATEGY CONSULTANT. HE HAS PRESENTED AT NATIONAL CONFERENCES AND PROVIDES TRAINING FOR A WIDE VARIETY OF INDIVIDUALS AND BUSINESSES. ANTHONY HOSTS A PODCAST, WRITES A MONTHLY COLUMN FOR A REGIONAL BUSINESS JOURNAL AND CONTRIBUTES TO A VARIETY OF PUBLICATIONS AND BLOGS. ANTHONY APPROACHES HIS WORK WITH ONE SIMPLE GOAL: TO HELP OTHERS UNDERSTAND OUR CHANGING COMMUNICATION ENVIRONMENT AND TELL THEIR STORIES SO THEY CAN REACH THEIR GOALS.

# REAL ALLOY

Today's Lunch Sponsor



# HONEYWELL

## ARTS & ENTERTAINMENT

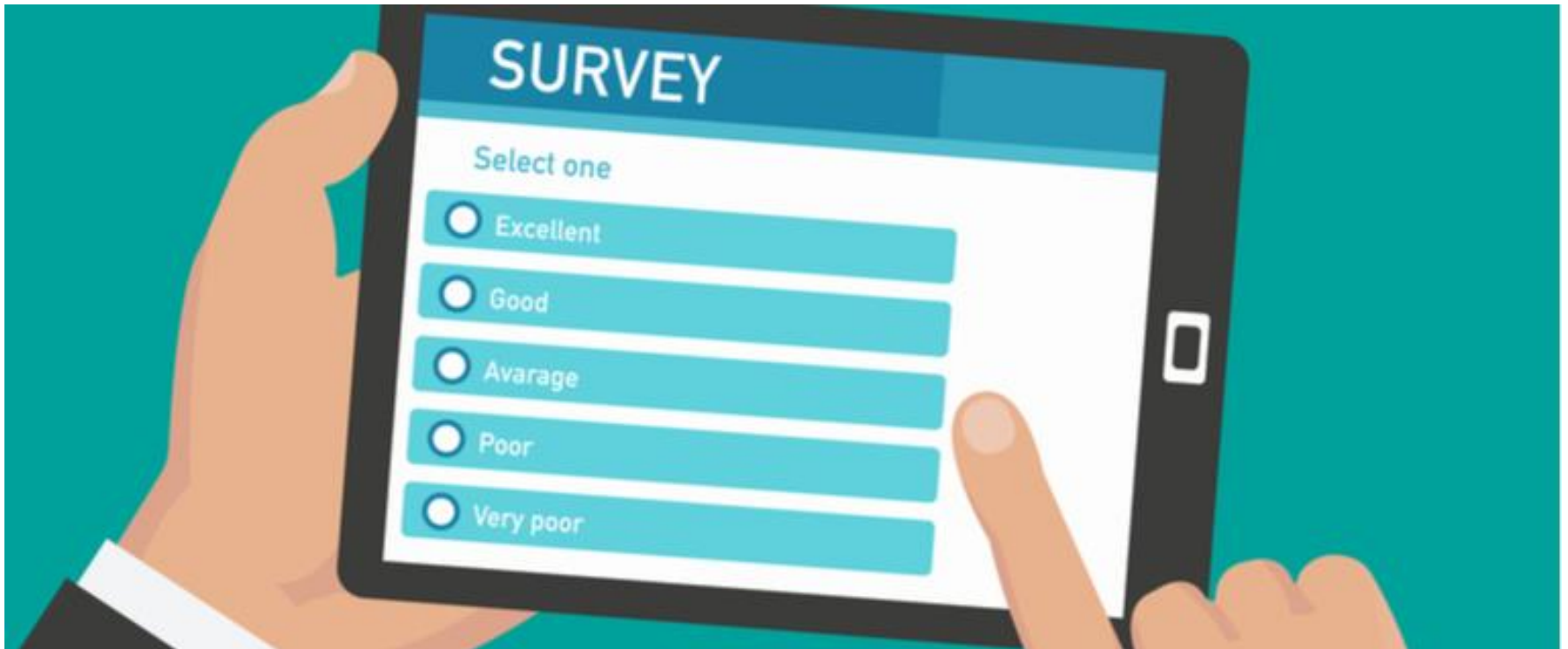
Host Presentation & Tour





# Survey

[growwabashcounty.com/ldwcpstsurvey](http://growwabashcounty.com/ldwcpstsurvey)



# Next Session

**Date/Time:** Thurs., March 21 from 9-5 pm

**Location:** Manchester University  
604 E College Ave.  
N. Manchester, IN

## Agenda Overview:

- Icebreaker & past session review
- Panel Service Clubs Q & A
- Candace Rhodes presents  
*Theory to Practice: Team, Presentation & Building Trust*
- Lunch
- Gloria Preece presents  
*From Trust to Results: Practical Approaches for Leaders*
- Break
- Host Presentation & Tour

