

ellia



communications

Creating Breakthrough Solutions

CAREER SUCCESS TRAINING -

Speaking More Powerfully, with

Greater Confidence and Self-Esteem

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So happy you're here –

Today, we'll be exploring:

- What is Effective and Ineffective Communication?
- The Top 6 Communication Challenges Women Face Today
- How to Tell If/When Your Communication Needs Improvement
- 6 Keys Powering Up Your Communications
- Building a Breakthrough Action Plan to enhance your communication success

What Is Effective Communication?

- Motivates, engages and enlivens
- Moves action forward in positive ways
- Builds on others' contributions
- Engenders collaboration and support
- Empowers others
- Fosters self-reliance, trust, and growth
- Shares an inspired vision

What Makes Communication Ineffective

- **Overly emotional**
 - **One-sided**
- **Blind to the impact**
- **Hurtful not helpful**
- **Weak, apologetic or vague**
 - **Faulty or inaccurate**
 - **Unfocused; unclear**
 - **Contradictory**

Top 6 Communication Challenges Women Face Today

- 1. Taking credit where credit is due**
- 2. Taking things personally**
- 3. Negotiating effectively for what you deserve**
- 4. Challenging power**
- 5. Obtaining sponsors who can influence our growth**
- 6. Projecting self-confidence and a powerful presence**

(Check out Kathy's Forbes post: [The Top 6 Communication Challenges Women Face](#))

How to Tell If Your Communication Isn't Working?

- **People don't respond well to your words and actions**
 - **Your point doesn't get made**
 - **You're not taken seriously**
 - **There's backlash from your words**
 - **Nothing's remembered**
 - **You don't move forward**
 - **You feel afraid, anxious, confused**

Root Causes of Ineffective Communication

What happens	Root Cause
People don't respond well	Emotions or hidden agendas are in the way
You're point doesn't get made	Lacking in clarity or focus
You're not taken seriously	Your behavior or reputation undermine your words
There's backlash	Fear or anger are elicited by your words and actions
Nothing's remembered	You haven't created enough "clout"
You're not moving forward	Not seen as authoritative, confident, powerful - a leader

8 Requirements of Powerful Communication

- 1. Emotionally Balanced**
- 2. Honors The Value of Your Ideas and Others'**
- 3. Demonstrates Self-Mastery, Internal Power and Confidence**
- 4. Reveals Truth and Possibility**
- 5. Expresses Empathy**
- 6. Elicits Engagement**
- 7. Engenders Respect and Trust**
- 8. Exudes Leadership (other-orientation)**

6 Keys to Powering Up Your Communications

- 1. Take credit where credit is due**
- 2. Take nothing personally**
- 3. Negotiate and ask for what you want and deserve**
- 4. Challenge status quo and power where appropriate**
- 5. Obtain mentors and sponsors who can influence your growth**
- 6. Increase your self-confidence and build a powerful presence**

#1: Take Credit Where Credit Is Due

- **Develop your personal brand**
- **Identify and own your contributions – know your value**
- **Share what you’ve accomplished in an open, excited way**
- **Don’t blame or backstab – be accountable**
 - **You can’t “win” if you step on others**
 - **Be impeccable with your word**

- The Four Agreements -

#2: Take Nothing Personally

- **Balance/manage your emotions**
 - **See others' views**
 - **Understand your triggers**
- **Speak the truth *as you see it*, but with love and care**
- **Build a boundary around you and what you believe**
 - **Avoid divisive language**
 - **Don't engage in attack**

#3: Ask for What You Deserve

- **Know what you want specifically**
 - **Know what you deserve**
- **Assess the terrain – predict the outcome**
- **Ask for it clearly without reservation**
 - **Visualize success**
 - **Don't second guess**
 - **Practice!**

#4. Challenge Power

- **Understand the existing power culture and hierarchy and where you are in it**
- **Know your audience and their needs and wants**
- **Be prepared – master your domain**
- **Never claim to know when you don't**
- **Never seek to make others look bad**
- **State your views powerfully, without reservation**

#5. Obtain mentors and sponsors

Clout = “The power to direct, shape and influence”

- **Connect to your internal power**
- **Understand and close your “power gaps”**
- **Realize that relationships are everything**
- **You can’t do what you want in a vacuum**
- **Access sponsors and mentors who can support your growth**

#6. Build a Powerful Presence

- Engender Support
 - Empower others
- Inspire a shared vision
- Make your impact/make a difference
 - Be who you are
 - Don't hide your light
- *“Do what you said you would do, with clarity, grace and ease”*

Your BREAKTHROUGH

What can you do starting today?

Greater awareness = greater choice:

Watch yourself, and avoid:

- **Saying “sorry” when you’re not**
 - **Adding qualifiers**
 - **Waffling**
- **Asking permission when not necessary**
- **Caving because it’s uncomfortable**
- **Habitually being the last to speak**

What can you do starting today?

DO:

- **Take your seat at the table**
- **Raise your hand for more growth**
- **Get more comfortable with challenge and conflict**
- **Observe when you shy away, and lean in instead**
- **Ask and negotiate for what you deserve**

Takeaways:

Choose one of the top 6 challenges that resonates with you most

1. Top “aha” for you

2. What you wish to grow stronger in

3. What you commit to letting go of

4. Your compelling vision right now for communication strength

5. What is calling to you to address right now?

6. Who can be your helper?

Want more support?

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Of these three private programs:

- 1) One-Hour Private Consultation
- 2) Jumpstart Your Career Change (4 sessions)
- 3) Career Success Breakthrough Coaching (10 sessions)

www.elliacommunications.com/coaching-services

And check out...

The Amazing Career Project

16-week group coaching program for women

www.amazingcareerproject.com

Kathy's free weekly video blog series

www.elliacommunications.com/blog

Kathy's Forbes Blog:

www.forbes.com/sites/kathycaprino

What's Your Burning Career Question?

Submit your question to Kathy for possible
upcoming Video Blog segment:

bit.ly/yourcareerquestion

See you next month!

Dealing Successfully With Challenging People -

Wednesday, November 20th

Noon to 1:15 pm EST