

HU
MANS

WORK
ING

RE
MOT
ELY



with Barbara Best

Transcript: Developing Powerful People Skills

This week's podcast is a follow on to episode eight, about communication skills and the art of speaking. Did you know that people with strong emotional intelligence are most likely to be strong, effective business leaders? They realize that trusting relationships built on diplomacy and respect is the heart of both individual success and business productivity. Today's insights will help you put your best foot forward, whether you're in person or connecting remotely with other humans.

Hi, I'm Barbara Best and this is humans working remotely. A podcast where I'll show you how to meet the expanding needs of your organization by utilizing alternative solutions for operational staffing, through expert insight and meaningful conversations with business professionals. We'll talk about common challenges and proven strategies that will provide you with more time to focus on your organization's mission, relationship building and other high value growth activities.

Success in business is greatly impacted for better or worse by the way in which we communicate. Happiness in our personal lives is also greatly dependent on this very same skill.

Becoming a good communicator takes practice and consistent attention and effort on your part. And it's a skill that we cannot afford to overlook.

Dr. John Lund, a leading researcher in interpersonal communication, and an author in identification studies, conducted a significant part of research involved in identifying patterns of speech and differences in how men and women communicate. Did you know that when someone else communicates with us, the way we interpret their message is based on three things:

- 55% is based on their facial expressions and their body language;
- 37% is based on the tone of their voice;
- 8% is based on the words they actually say.

Dr. Lund provides us with these percentages, which are the averages across both men and women together. If you looked at women alone, they would give even greater weight to facial expressions and body language, and even less to the words actually spoken. This tells us that it's critical that we become very self-aware of how our body language is when speaking to others, as well as the tone of our voice.

Here's a little test. Next time you're on the phone, look at yourself in the mirror to assess how your body language reacts to what you're actually saying. This will help you become more aware of how you're reacting to the conversation. Try this out with many people as you will likely react differently to each person you're speaking with. Here's a few insights to help give you an edge in conversations:

1. Take a genuine interest in others. Really tune in to what the other person is saying, and don't think of questions while they're talking. (the intuitive among us will see that you're doing it). Think about what they've said. Ask thoughtful questions and provide considered answers. Always make an effort to remember names, dates, and important life events. Not good at the skill? Keep practicing.
2. Be flexible with others. Being “liked” or having a “wonderful personality” are highly prized attributes, especially in today's remote environments. Superior communicators have a keen ability to shift gears when the context calls for it. They respond accordingly to what the current situations require.
3. Obtain good judgment. Good judgment is a key people-skill that comes directly from learning, listening to others and observing the world around you, and allows you to wisely select friends and associates, determine reactions and responses and make sound decisions.
4. Have the ability to keep an open mind. To create trust and respect with others, people need to know that their point of view and feedback will be valued. Being known as someone who keeps an open mind also makes you more approachable and easier to work with.
5. Be honest. The saying “honesty is the best policy” is not only true, it's essential in building trust among your peers and clientele. Once it's lost, it's almost impossible to regain.

In closing, I'd like to thank you so much for listening today. I hope this information was helpful, and I look forward to providing more. I'm Barbara Best CEO of Virtual Works, Inc.

Here's a few action steps:

- Please feel free to leave me comments or feedback on this platform.
- You can always drop me a line if you'd like to be considered for a future podcast at info@virtualworks.ca
- You can visit our website at www.virtualworks.ca
- And you can always find us on LinkedIn at www.linkedin.com/in/virtualworks

“Are you struggling with getting things done? Are there projects always on the back burner? We can help! Take a moment to fill out our services questionnaire <https://forms.gle/MDZ88vGCfsL8KJku8> as a first step to get things off your plate!”



All rights reserved

DISCLAIMER

This material is provided for educational and informational purposes only.
No responsibility can be taken for any results or outcomes resulting from the use of this material.
The author does not assume any responsibility for the accuracy or use/misuse of this information.