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CONFIDENT PERSONAL COMMUNICATION

MODULE 2

Guidelines for reaping the most benefit from the Series

TRANSCRIPTION

“Let me propose that there is a huge gap between understanding a technique versus doing and performing that technique, on a consistent basis. For example, you may know that you need to take your time and not rush when delivering an important message to a senior audience.

However, in the moment, actually taking your time, and not rushing your delivery, is much, harder to do.

The following guidelines will help you get the most value from the series. In particular Guideline number one, Intentional Daily Practice is critical. Let me elaborate on this Guideline. Intentional Daily Practice or IDP means that when you decide to target a specific technique, that every day, you intentionally practice it in a live interaction.

For example, if you want to inject more voice energy into your speaking - before you speak to a person, you'd think to yourself (add more energy) and then you'd say for example, Kaya, have 30 seconds?’

Then you need to continue this intentional practice every day until it becomes an automatic habit. Review these guidelines often to ensure you consolidate your new skills.

1. **IDP (Intentional Daily Practice).** Intentionally Daily Practice a technique first, in safe interactions until it becomes a natural habit.
2. **Identify three to five people you trust** (superiors, colleagues, direct reports)
Ask them:
 - a. *If they are willing to help you improve your listening speaking and presenting behaviour – if they are:*
 - b. *To let go of their past judgements about you*
 - c. *To tell the truth about how they perceive you.*
 - d. *To be supportive and helpful – not cynical or negative*
 - e. *To pick something they want to improve, that you can help them with – so everyone is focussed more on ‘improving’ than ‘judging’.*
3. **Each month for the next 12-18 months** ask your trusted people:
 - f. *How am I doing? (i.e. regarding a respective technique)*
 - g. *How could I do better?*
 - h. *When they give you feedback, only say, “Thank you”.*
4. **Use your smart phone** or iPad or laptop to video record your speaking practice and then watch the playback for what you did well and where you can improve.
5. **Teach someone a technique** from the series.
6. **Do not mimic my performance**, rather adapt it to your style

KEY MESSAGE

This Module contains powerful ideas to reap the most benefit from all the ideas and techniques in the Series

TASK

To do right now, or to complete within the next 30 minutes.

1.

Top performers love feedback. They seek out feedback from trusted people. They don't make people wrong for giving them feedback. They believe that they can learn from everyone they interact with.

Take 90 seconds and think about who might be an additional trusted person who can give you feedback on your Action Areas. Think of your work environment. Who have you overlooked that you see relatively often? What supplier could help you out. How about your receptionist at your office? What about an associate?

At the end of the 90 seconds, if someone comes to mind, write down that person's name and make a completion date to buy them a coffee. (When you do meet the person use the Trusted people guidelines from the Module.)

2.

Once you complete Task 1, shoot off a short email to your manager of what you did (of course assuming your manager is happy to receive the mail).

What else could you do to put into practice ideas from this Module? Take 13 seconds to see if an idea pops up. Maybe watch the Module again if you have time.

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