

Insight TSE Communication "Cheat Sheet"

Perception: Visual, Vocal & Verbal

Perception

Perceptions aren't always fair or accurate but they are reality! It's up to you to manage how you're being perceived through visual, vocal and verbal communication.



Visual 55%

Visual impressions are based on facial expressions, body language, posture, eye contact, uniform, your walk, gestures, etc.

Vocal 38%

Vocal impressions are based on tone, pitch, volume, speed, inflection, rate, etc.



Verbal 7%

Verbal impressions are based on word choice and the actual content of the message



Influencing

Common Goal Focus

What are the benefits?
What's in it for them?

Style Alignment

Credibility Level: Expertise,
Relationship, Results

Insight's Engagement Styles™

Engagement Styles are defined by a person's communication, thinking, management, motivation and conflict style.

Each style is shown on the right with its respective values. Focus on adapting your communication to each of these values to better communicate and make sure messages are understood correctly.



Logic

Data

Relationship

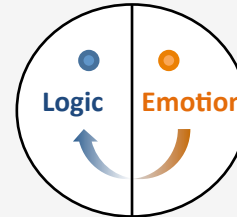
Connection



Power

Impact

Whole Brained Listening



Four Techniques to Achieve Whole-Brained Listening

Acknowledge

Acknowledge through eye contact, attentive body language, response phrases, nods and pauses

Paraphrase and Reflect

Paraphrase what you've heard using starters such as, "what I'm hearing you say is..." or "let me make sure I have this right..." or "did I hear you correctly when you said..."

Ask Questions for Clarification

Ask open-ended questions to better understand the situation. Use "how" or "what" instead of "why" to avoid putting someone on the defensive.

Avoid giving solutions!

Don't jump to solutions too quickly. Sometimes, people just want to be heard.

*Once the person feels heard,
they will be ready to explore solutions.*

Action-Doer

Getting Results



Detail-Perfection

Quality

Visionary

Big Picture & Innovation



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