



Building Partnerships to Address the Future of Work

WORKFORCE INNOVATION CONFERENCE
OCTOBER 7 - 8 | HYATT REGENCY HOTEL | WICHITA, KS

hosted by



KANSASWORKS
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Breakout Session

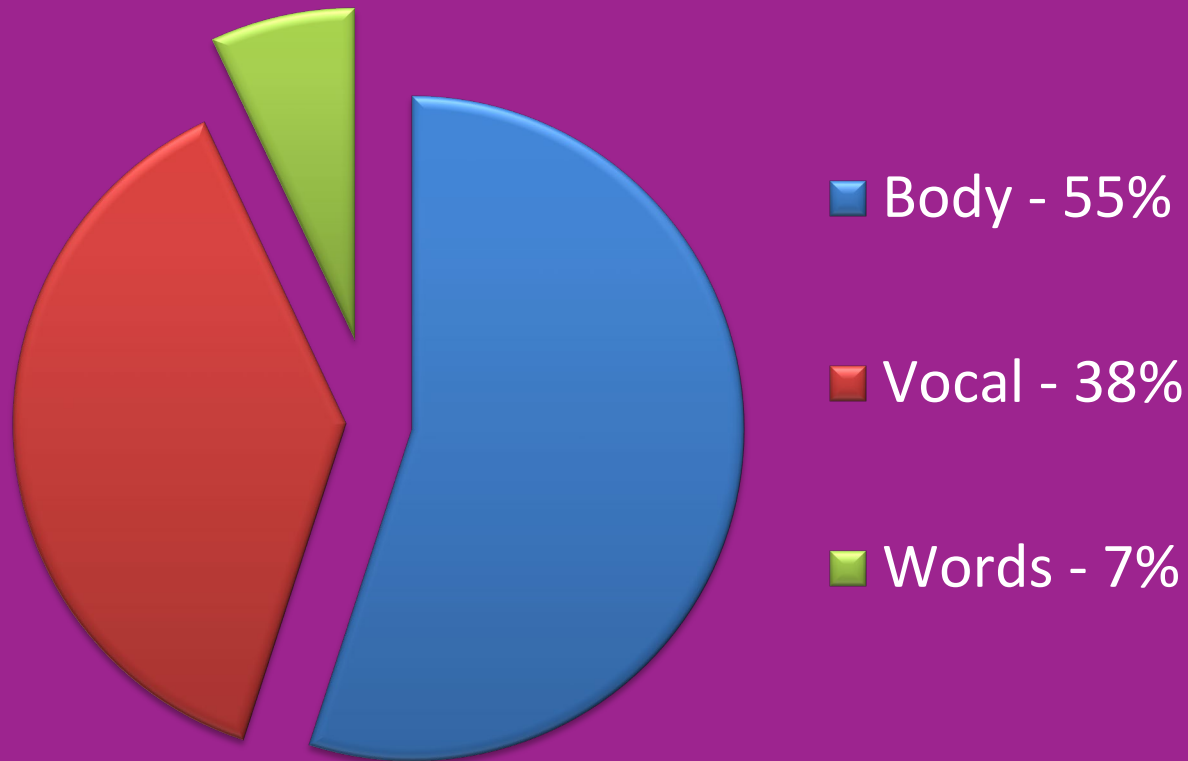
“Communicating for Success”
October 8, 2019 - 11:00-11:45am

Sarita MAYBIN

MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR

COMMUNICATION IS...

Verbal & Nonverbal



BODY LANGUAGE

What are you REALLY Saying?



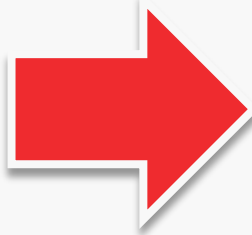
- Pointing
- Arms folded across chest
- Stroking chin
- Deep sighing
- Standing very close to someone
- Nodding head
- Rolled eyes

Communication Do's and Don'ts

DON'T

DO

Don't Dictate



Do use consultative phrases

Don't Assume



Do seek clarification

Don't Blame



Do take ownership of your part of problem

Don't take yourself too seriously



Do keep a sense of humor

Humor – Don't Take Yourself Too Seriously



SARITA'S TOP 10 POSITIVE COMMUNICATION PHRASES

GIVE BENEFIT OF THE DOUBT

10. *You may not realize...*
9. *Are you aware of the effect...*



SEEK INPUT

8. *Help me understand...*
7. *I need your help...*
6. *I noticed...and I'm wondering...*
5. *Would you be willing to...*

TAKE RESPONSIBILITY

4. *I'm concerned...*
3. *I would appreciate...*

WORK TOGETHER

2. *How can we resolve this...*
1. *What will it take...*

How well do you listen?



Listening “Quiz”



Listen
Between the Lines



"Most people do not listen with the intent to understand; they listen with the intent to reply."

-Stephen P. Covey, Author,
7 Habits of Highly Effective People



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TO RECEIVE 50 POSITIVE PHRASES

Please sign up for monthly email *What Do You Say Communique'*

Website SaritaMaybin.com OR Text SARITATALK to 22828



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FOR "MOTIVATION MONDAY" Quotes

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Sarita's "Green Jello" Principles - Conflict Resolution

Principle #1:

Figure out the
real agenda

Principle #2:

Have a Plan B, C, D...



*“I’ve learned that people will forget what you said,
people will forget what you did,
but people will never forget how you made them feel.”*
--Maya Angelou, American Poet

