

APPLICATION/ACTION ITEMS

- To connect better one-on-one**
Connect visually by giving the other person your complete attention.
- Connecting in a Group**
Connect emotionally by honoring the group's effort.
- To connect better one-on-one**
Connect intellectually by asking questions.
- Connecting with an Audience**
Connect visually by smiling.
- Connecting better one-on-one**
Connect emotionally through touch (honor boundaries)
- Connecting with an Audience**
Connect intellectually by pausing strategically.
- Connecting in a Group**
Connect visually by setting the example
- Connecting with an Audience**
Connect emotionally through expressions, laughter, and tears.
- Connecting in a Group**
Connect intellectually by investing in people's growth

APPLICATION/ACTION ITEMS

To connect better one-on-one

Helping one other person to understand what you have to say can be fairly easy because you can tailor it exactly to his or her personality, experience, and intellect.

To connect better one-on-one

If you want to connect, and not just get across a bunch in information, you should intentionally work to keep it simple.

Connecting in a Group

Ask for feedback

Connecting in a Group

Ask people in the group to share what they have learned.

Connecting in a Group

Ask the group to tell how they are going to pass what you've said on to others.

Connecting with an Audience

"What are the bare essentials that I need to communicate for people to understand it?"

Connecting with an Audience

"How can I make those few essential points memorable?"

Connecting with an Audience

Practice first by telling a single person. If it works well for an individual, then try it with a small, hand-selected group.

What is one way you are going to apply this lesson to the way you communicate with others?

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**The most important
thing in communication
is hearing what isn't
said**

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- PETER DRUCKER

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**Simplicity is the
ultimate sophistication**

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-LEONARDI DA VINCI