

COMMUNICATE WITH STYLE

Deliver your message with confidence and charisma

PAVRO

LEADING VOLUNTEER ENGAGEMENT

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Agenda

- The qualities of an effective communicator
- The Three Vs and how to make them work together
- Get the conversation started
- Listen not just with your ears
- The importance of the greeting
- Be memorable (everyone can!)
- Taking communication to the classroom or podium
- The wrap up



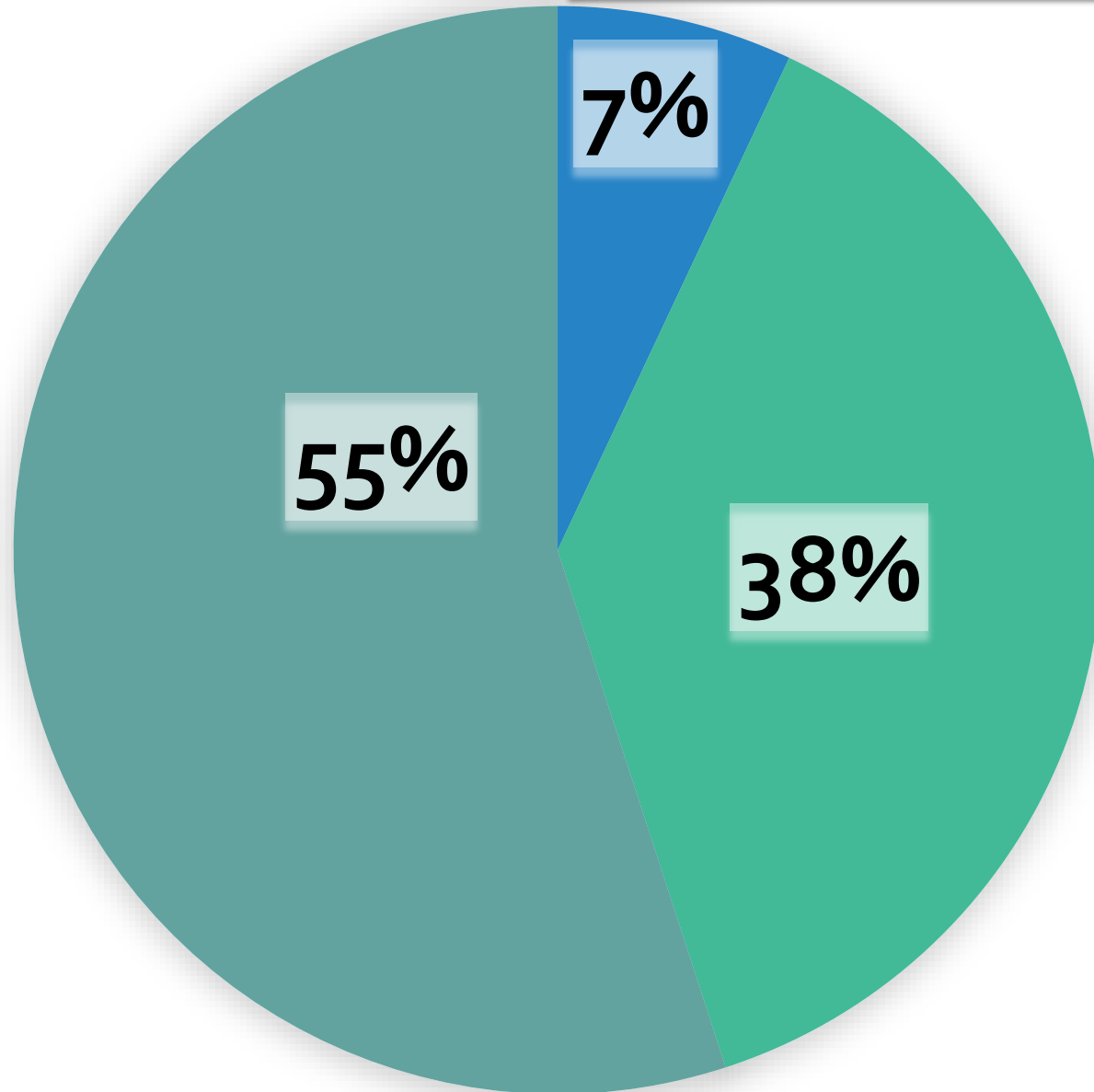
Qualities of an Effective Communicator

Group Chat – come up with some of the qualities that you admire
in an effective or “stylish” communicator

The Three Vs

- **Verbal**
- **Vocal**
- **Visual**

The Three Vs



■ Verbal (Words)

■ Vocal (Voice)

■ Visual (Action)

The Three Vs

Let's put the Three Vs together for an effective exchange

Partner Up

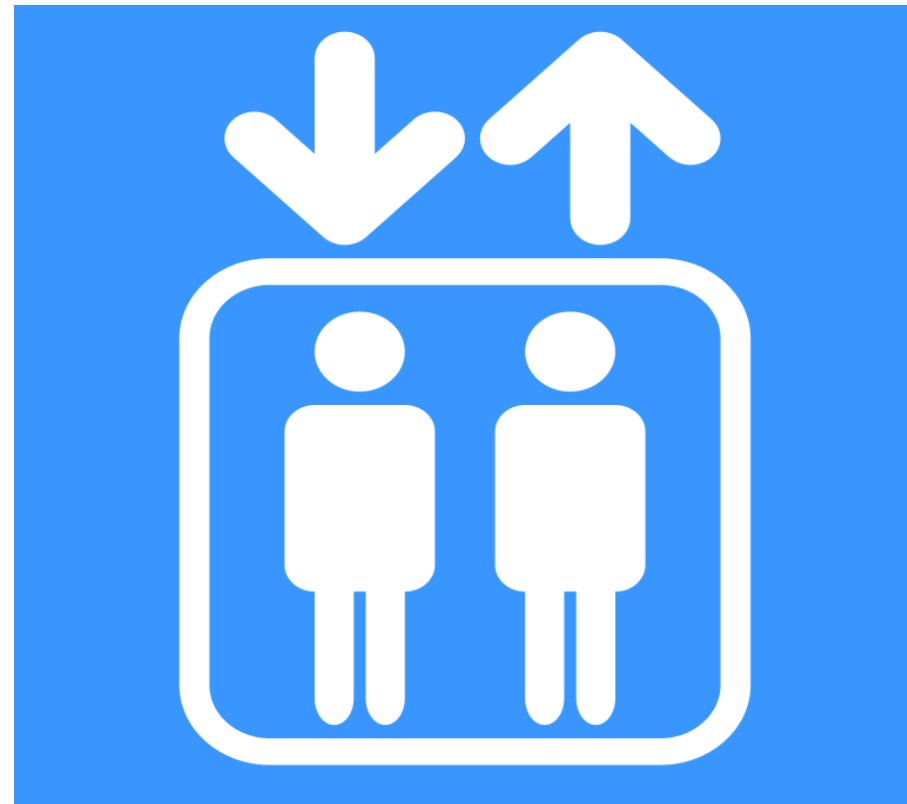
- “Can I see you in my office for a minute , now.”
- “It’s nice to see you again. What have you been up too?”
- “Please ask Joan to attend the meeting at 2. I need her input.”

Start that Conversation

- Break the ice
- Know who you are talking to
- Understand what you really want to get across in a short time

Elevator Chat

- Clear
- Brief
- About You



Listen to Hear

- What does the speaker need from you?
- How can you help?
- What do you need from the exchange?

Sometimes a greeting is just a greeting....



and that's ok!

- If there is no time to chat...still say hello
- Each exchange (however brief) is a step to building and solidifying relationships

Be memorable

- Eye contact
- Remembering names
- Connect emotionally
- Listen more than you talk

When presenting...



- Welcome participants first
- Be organized, always
- Break the ice in a simple way
- Small talk peppered with appropriate humour
- Use relevant (to the group) stories and examples to connect with others
- Speak to groups as individuals
- Deliver your message with the above in mind
- Use participant input/questions to shape the direction you want to go

Wrap Up

- Listen first
- Eye contact matches body language
- Always say hello
- Stay organized and clear in your message

YOU NOW CAN COMMUNICATE WITH STYLE

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Thank you

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