EEI/AGA Spring Accounting Conference

Effective Communication

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Effective Communication

A little about me!

Why should you care about effective communication?

My thoughts and experiences:

  Confidence
  Plan and prepare
  Know your audience
  Beginning, middle and end

Substance

  Simplify
  Make it personal
  Be a listener
  The small stuff
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Polling question #1

What percentage of communication is non-verbal?

A. Less than 20%
B. 20 to 50%
C. 50 to 80%
D. More than 90%
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93% of communication is non-verbal.
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Confidence
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Plan and prepare

KEEP CALM AND PREPARE YOURSELF
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Know your audience
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Beginning, middle and end
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Substance
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Simplify

“To achieve acknowledgement by another entity, one must not authorize validity to the prospect of inherent discourse which has the potential to assume its own essential missive within the very milieu of the intrinsic delivery of the intended exchange. That is the key to clear and effective communications!”
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Make it Personal

“The key to effective communication is sincerity, even if you have to fake it.”
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Polling question #2.

How much time do people spend listening?

A. Less than 20%
B. 20 to 40%
C. 40 to 60%
D. 60 to 80%
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Be a listener
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The small (but important) things
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Thank you!