

Communicate from the Mind and Heart

By Paul J. Meyer



Communication is how humans keep in touch with each other in the business world and in their personal lives. People share information, express emotions, influence, persuade, encourage, and reach shared goals through communication. It is a mixture of words, gestures, body language, silence, facial expression, and tone of voice. Skillfully used, communication builds satisfying relationships in the business world, as well as in the home.

To communicate with others, apply these tips:

- ◆ Set understanding as your primary goal. Listen and speak with your heart as well as your mind.
- ◆ Involve yourself in the two-way process of communication; fill the roles of both listener *and* speaker.
- ◆ Be considerate. Treat people as if they are the most important individuals you will speak to on a given day. Strive to communicate without talking either up or down to others.
- ◆ Respect others' opinions. Grant others the right to be heard. Avoid judging others and acknowledge their feelings. Be slow to speak and quick to listen.
- ◆ Speak *with* others, not *at* them. Be yourself. Have a sincere, genuine attitude toward others.
- ◆ Ensure that your actions communicate the right message. A smile, frown, eye contact, fold of your arms, or the tapping of your fingers are nonverbal gestures that send distinct messages. Make your actions support your words.
- ◆ Time your communication. Observe others' movements, speech, and facial expressions to determine whether the timing is right to talk with them. Avoid being too pushy and remember that sometimes people need you to schedule another time to talk.
- ◆ Be approachable. Let family members, friends, or coworkers know that you are there for them if they need to talk. Maintain confidentiality.
- ◆ Be honest in your communications. When you gain the trust of others, you are more likely to gain the results you desire.

Enhance your communication with others by practicing these effective attitudes, skills, and habits. By doing so, you can successfully make the human connection.

Paul J. Meyer is a successful entrepreneur and author of personal and professional improvement programs, courses, and books, including his latest book, Fortune, Family and Faith. For more information, visit his website at www.pauljmeyer.com.

Pass Me the Chocolate

More than a hundred years ago a businessman named Milton lived in Philadelphia. He was worried and disillusioned. His candy store was going out of business, his aunt who cosigned his loan was going to lose her house, and he was recently widowed with a six-year-old daughter. He had already experienced three bankruptcies and knew he wanted to avoid another at all cost. In short, he was disappointed at life for having dealt him such a difficult hand. He couldn't figure it out. He worked hard, did his best, and yet he saw less talented people than he who were far more successful. Hoping to determine what he was doing "wrong," he began to examine their successes. He soon discovered that the most successful people he knew were those who accepted the most responsibility for their decisions.



Ten years later, having armed himself with that knowledge, Milton had become one of the richest men in America. His last name? Hershey.

Responsibility is being accountable for your choices and for influencing the choices of others. Accountability for your choices empowers you to be a player in life. You're instantly freed to be the leader of your life, to learn from your results, and add to your potential so that you can achieve greater success. It worked for Hershey. It will work for you!

Mr. Per is a business consultant with a unique style of contrarian critical thinking. His specialty is finding points of leverage for business leaders to use as an effort multiplier. To experience his thinking first hand, call 407-210-3666.



"The people who get on in this world are the people who get up and look for the circumstances they want, and, if they can't find them, make them."

– George Bernard Shaw

InSync® Moment #84 – Agree to Disagree

Are you engaged in a disagreement that's interfering with one of your relationships? Do you require complete agreement before moving forward? Remember that a disagreement is simply a difference in opinion. Seek agreement on the important aspects of life. Agree to disagree on those matters that create a stalemate. Agree to disagree on those matters that really don't matter.



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