



LISTEN. THINK. TALK.

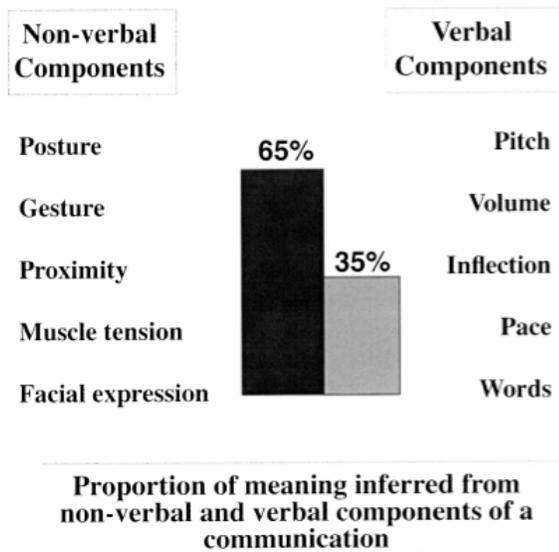
A podcast series focused on relevant ways to impact and influence organizational cultures in the fields of business and education. Explore authentic, game changing ways to move theory into action through an intentional focus on listening, thinking, and behaving.

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Intentional interactions begin with listening, thinking and then talking. Have you ever met someone who understood their content and you wanted to learn from, only to realize when they started talking you stopped listening. Have you ever been fully engaged with someone and it was less about what they were saying and more about how they presented themselves or an idea. Chances are this was due, in part, to the non-verbal cues that were within the situation. In this podcast we will explore the topic of communication through the use of nonverbal and verbal cues. When communicating, 93% of a message is communicated through body language and non-linguistic cues, while only 7% consists of the words themselves (John Borg, *The Unspoken Dialogue: An Introduction to Nonverbal Communication*). Knowing this information and making intentional choices in relation to how one communicates a message can change perceptions, engagement, and ultimately the interaction.

In this podcast we will explore the research on non-verbal communication. We will analyze the concepts of approachable and credible stances, and will wrap it up with a focus on the balancing of inquiry and advocacy. All are things you have complete control over as you engage in conversations with colleagues inside and outside of your organization as well as with your friends and family.

COMMUNICATION COMPONENTS



COMMUNICATION STANCES

APPROACHABLE	CREDIBLE
  Thinking Non-Verbals palms up body and face is fluid chin up -What might...? -What seems...? -What did/do you...? -What are some...? -In what ways...? -When might...? -How might...?	  Information Non-Verbals palms down body and face is still chin lowers -I hold it another way... -I see it differently... -An additional idea... -An assumption I'm exploring... -Taking that one step further... -From another perspective... -Here is a related thought...

As you think about your personal and professional goals and clarity of your message related to your non-verbal and verbal components of communication, something you might wish to do is pay attention to others, pay attention to yourself, and video or audio record yourself with the purpose of reflecting on your noticings. You can then listen, think, and adjust as you explore how your communication is impacting your goals and the thinking of others.