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The 3 Steps To Communication Mastery

By Peter Murphy

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You limit yourself. Yes, it is true. Each day you behave in much the same way as you have always done. You act out your habitual ways of dealing with people, and you communicate as well or as badly as you normally do.

Although you know better, you do not apply all that you have learned when it comes to making the most of yourself. If this is true for you, then how are you going to improve?

Awareness is key. Until you spot what you are doing you will not know where to make changes to how you talk to people. How can you change what needs to be improved if you do not see it yourself?

There is a very simple way to generate awareness of how you behave with other people. A way to develop perspective that is not clouded by your biased perceptions.

Three Steps to Powerful Communication:

1 Be a neutral observer

Choose a recent conversation you had which did not go as well as you would have liked. Next, pretend for a moment that you are a neutral observer of the conversation. In your imagination go back in time to that incident and see yourself talking to that other person. Picture the surroundings, hear the sounds and feel the atmosphere of the place.

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Then run through the entire conversation again, only this time imagine that you are the neutral observer. See yourself and the other person talking and listening to each other and notice the dynamics of the conversation. Pay special attention to the non verbal reactions.

By doing this you will be gathering a lot of information that will be helpful in noticing what works and what does not work in your communication.

2 Be the other person

Revisit the conversation again only this time cycle through it

as if you were the other person. Imagine what it was like to be there looking at you and listening to you. You are now walking in their shoes so as to get a close up look at what it is like to deal with you.

You may find that you spot the reasons why the conversation did not go as well as you would have liked.

3 Ask yourself – how did I get the result I achieved?

In this stage of the process you put the responsibility on your shoulders alone for the outcome of the conversation. Blaming others will not help you to think creatively for solutions and ways to better your conversational skills.

Revisit that conversation one more time as the neutral observer and one time as the other person. In each case look for the answer to the question: how did I get this result? Then ask yourself: what could I do differently to get what I really want?

You will discover ways to change your approach that can dramatically improve how you communicate when it matters most.

By using this approach I often spot opportunities to use more emphasis on key points and the value of being enthusiastic when I want someone to consider my opinion. At other times I notice that I could listen more carefully instead of just getting carried away with my own agenda.

Play with this way of developing perspective for yourself and have fun spotting all the little differences that add up to a big

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difference in your ability to speak with impact.

Peter Murphy is a freelance business writer. He recently produced a 5 day ecourse on Persuasion Mastery. To get this forfree send mailto:5daypersuasion@sendfree.com

Stop, Look, Listen! Steps to Better Parenting Communication

By Rachel Webb

As a parent it seems that the majority of your day is spent trying to get your children to listen to what you are trying to teach them. Make them understand how to be a responsible child. Convince them to make the right choices. Kids call these lectures. Some parents call them friendly reminders or teaching opportunities.

Dean Rusks said, "One of the best ways to persuade others– is with your ears!" There are three steps that may help you to remember to use better listening skills can help you achieve more effective communication with your child. Just three small words. Stop. Look. Listen.

STOP what you are doing. Put your child on your lap or sit beside them so you are at their eye level. This tells your child that they are important and that they now have your full attention.

LOOK your child in the eye. Maintaining good eye contact during a conversation is a good way to recognize important non–verbal behavior. Your child's posture, body movements and gestures can tell parents a lot about how their child is feeling.

LISTEN and really hear what your child is saying. You can give your child clues that you are listening by nodding, smiling or raising your eyebrows. These kind of communication signals will encourage your child to open up to you and feel they are being understood.

Randall A. Wright gives a parenting test in his book Building Better Homes and Families. See how you rate.

Do You look at your children when listening to them?

Are you trying to understand how your children feel instead of thinking how you feel about what they are telling you?

Do you raise your voice in anger at your children who interrupt you while on the phone or when you are visiting with guests in your home?

Do you listen patiently to all that your children have to say before you start talking?

Are you truly interested in what your children tell you?

Do you expect your children to stop what they are doing and listen when you need to tell them

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something?

Do you stop what you are doing when your children have something important to tell you?

Do you listen in a way that encourages your children to express their real feelings?

Do you listen with affection to your children?

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