

This Free E-Book is brought to you by [Natural-Aging.com](http://Natural-Aging.com).

**100% Effective Natural Hormone Treatment**  
**Menopause, Andropause And Other Hormone Imbalances**  
**Impair Healthy Healing In People Over The Age Of 30!**

**Your Communication Style Makes You or Breaks You**

**By Joann Javons**

**Your Communication Style Makes You or Breaks You by Joann Javons**

Can you communicate well with your clients online? Sounds like a silly question, doesn't it? But you would be surprised how many professionals don't know how to communicate effectively online.

Your communication style is communicated every time you send an email.

You *\*don't\** want your potential clients and colleagues to hit the 'delete' button before even reading your emails. You *\*do\** want people to have a good first impression of you. Your communication style makes you or breaks you.

**The Big Rules**

Here are 3 all-time *\*BIG RULES\** for making a positive impression with potential clients. They're the Big Rules because they will make or break your first impression... and affect your relationship.

1. Greet the client by name. This means "Hi John" or "Dear...", whichever you prefer.
2. Human contact comes before business. Ever go into a restaurant and just start ordering when asked if you're ready? I bet you smile at the waiter, ask 'how are you?' and chat a bit before you order. Your service will most likely be better because you've established human contact with that waiter/waitress before doing business.

Same idea is true in emails.

2 things help you establish human contact in email *\*before\** doing business:

- \*1)* The words you choose + how you string them together.
- \*2)* Email codes that let the person know something about your tone and mood. First, the words you choose and how you string them together...

## Your Communication Style Makes You or Breaks You

Here's an example: You can say, "I'm available to coach you starting July 20 and have these times available...Let me know which time works for you."

Or

You can say, "Thank you for contacting me. I'm delighted you're interested in moving forward in your life and I'm looking forward to working with you."

Now, which one would you respond to?

Warm me up first by showing me \*you\* are a warm, friendly person that I'd like to work with! The client

already thinks you're competent in what you do; otherwise, he/she wouldn't have contacted you asking for an appointment.

The same point applies no matter what service or product you are offering. Show the client you're a human being first...if you want to have a continuing relationship with that person.

What about those 'email codes' I mentioned earlier? I would reserve these for people you know or have continuing contact with because many people don't know what they mean.

But these email codes definitely warm up and personalize your relationship so determine if they are appropriate for the people you're working with. Here are the basic tone-setting codes:

:-) This is a smile sign. I use it frequently, almost without thinking about it. You might see a variation on it which looks like this :- although that is used less frequently.

A smile sign :-) is a gentle message that you just can't convey any other way. Sprinkle it in your emails at the appropriate points.

lol: This means 'little laugh'

LOL: This means 'big laugh'

: This means you are grinning about something:-)

3. Use white space generously! If you are sending more than 2 sentences, make them separate paragraphs with blank space between them so the reader can skim quickly.

You'll get a better response when people can skim what you have to say. One large paragraph is a turn-off because it's too difficult to read.

You don't know how many emails your clients and colleagues receive each day. You want to create the right impression with your email communication. Make it \*easy\* for your clients to read, understand and respond to you!

## Ever Find Yourself Struggling to Express Your Thoughts and Feelings?

By Pat Morgan

It can be challenging to find the right words to express what we really want to say. We often think that good communication is only about being heard, but is it not also about being a good listener? It may be difficult to identify our communication problems. Having someone to offer fresh perspective can help you to clarify specific communication issues and improve your skills. Working with a coach can help you focus on the message you want to communicate and to put language around the thoughts and feelings you want to express.

Four Tips for Improving Communication...

1.LISTEN. A wise person once told me that we have two ears and one mouth so that we can listen twice as much as we talk. That got my attention. It sounds so simple, but how many times are you engaged in conversation and are not really listening? Your mind is on your next meeting, client, project, dinner, kids or maybe you're just busy thinking about the next thing you're going to say when the speaker takes a breath. In any event, listening is a skill that can be improved.

Ask yourself: Do I listen twice as much as I speak? Do I need to improve my listening skills?

2.BE RESPECTFUL. Even in situations where communication may be difficult, treating the other person with respect allows more open and constructive exchange of opinions and ideas.

Ask yourself: Am I respectful when communicating with others?

3.RESPOND RATHER THAN REACT. Watch your emotions. If what the speaker is saying creates an emotional response in you, listen extra carefully with attention to the intention and full meaning of their words. When we are angry, frightened or upset, we often miss critical parts of what is being said. Be slow to disagree, criticize or argue. Even if you disagree, let them have their point of view. If you respond in a way that makes the other person defensive, even if you "win" the argument, you may lose something far more valuable.

Ask yourself: Do I react rather than respond?

4.IMPROVE YOUR COMMUNICATION SKILLS. If you find yourself unable to express your thoughts effectively with co-workers, clients, your partner or family, perhaps you would benefit from working with a professional who can help you clarify and develop language to more clearly express yourself.

Ask yourself: Who will I ask to help me improve my communication skills?

Just for fun...

Accordng to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttae in waht oredr the ltteers in a wrod are, the olny iprmoetnt tihng is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a total

## Your Communication Style Makes You or Breaks You

mses and you can sitll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.

Fun Fact: We listen at 125–250 words per minute, but think at 1000–3000 words per minute.

### Quotes

"Listening is a magnetic and strange thing, a creative force. The friends who listen to us are the ones we move toward. When we are listened to, it creates us, makes us unfold and expand." ~ Karl Menninger

"Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people." ~ Jim Rohn

Pat Morgan, MBA and Professional Coach, has 10 years experience helping teams manage organizational and cultural change. As President of Smooth Sailing, she supports individuals and organizations in managing change, improving performance and achieving excellence both professionally and personally. She has created and led workshops and seminars for organizations such as: the National Association of Women Business Owners (NAWBO), the American Society for Training and Development (ASTD) and Rotary International.

Ever Find Yourself Struggling to Express Your Thoughts and Feelings?

Cross Cultural Communication needs...

What to Wear With Ugg Boots?

Minimising conflict with effective communication

Persuasive Communication

Direct2Client

The Power Of Laughter

Coping With Alzheimer's Disease

Super Six PHP Scripts

About Niches



This Free E-Book has been brought to you by [Natural-Aging.com](http://Natural-Aging.com).

**[100% Effective Natural Hormone Treatment](#)**  
**Menopause, Andropause And Other Hormone Imbalances**  
**Impair Healthy Healing In People Over The Age Of 30!**