

Tips for Improving Your Communication Skills

Monday Call January 14, 2013

- TNL – New Format Speakers: Merri-jo Hillaker and Al Bala, 7:30 Pm CDT at Mannatech Corporate Offices or www.mannatechlive.com
- Thursday night XFM Support Call at 8 Pm CDT 800-768-2983 access code 471-7417#
- Hero's Journey, Feb 15-16, Arlington, TX for more info: <http://seminarsystems.com/products/the-heros-journey-2-day-live-action-training/>
- Power 400 Tour 2013... Check out <http://events.mannatech.com/power400tour> for a location near you
- Mannafest 2013, April 25th – 28th Special Pricing of \$99 (\$89 if you attended Mannaquest 2012) ends on Jan 31st <http://www.mannacomm.com/mannafest2013/>

DSEF: Articles on Website

1. What does your Breaking the Ice look like?
 - a. "How's the weather?" "Hey, how are you doing?"
Is this how you start a conversation?
 - b. But then it suddenly ends and it feels a bit uncomfortable...
2. Be relaxed and in a positive mindset.
 - a. Someone who is relaxed and positive will draw people in.
 - b. People want to be "like you" and thus, around you.
 - c. People don't want to be sold.
3. Smile and say hello. A great smile and hello is warm and inviting.
4. "How are you doing?"
 - a. Reflect a simple and caring greeting.
 - b. Say it with true meaning.
5. Be an active listener. What is an active listener?
 - a. This will help you feed the conversation and keep your mind from wandering.
 - b. It honors the speaker.
 - c. You need to learn and learn and learn.
 - d. Responding to your prospect at their level, and responding to their needs requires you to be a great listener.
6. Keep eye contact.
 - a. This will help you focus on the person.
 - b. Also this is part of active listening.
 - c. Shows you are interested and truly care.
7. Speak naturally, simply and be yourself.
 - a. People connect better with someone who comes across very comfortable and easy to understand.
 - b. Artificial and hype is OUT. Natural is IN today in networking.
 - c. You want people to relate. Also, people feel important by pouring into you.

8. Ask another question (How, When, Where, What, Why).
 - a. In Natural Selling by Michael Oliver: It is all about questions.
 - b. FORM... know this and use it. Have a series of questions you follow.
 - c. In talking about job: What got you into this field? What do you really enjoy most about your job? Are there some things you don't like about your job?
 - d. Questions can lead you to SOLUTIONS

9. Continue active listening.
 - a. Throughout the entire conversation, always listen actively.

10. If you find a topic that you're both interested in, continue the theme.
 - a. The idea is to build a relationship. When you find their interest or a joint one, engage. They will be happy! And they will attribute it to you.
 - b. Keeps both people comfortable.

11. End the conversation.
 - a. Consider making plans to get together soon.
 - b. Give them your business card with a quick note on the back (like it was nice catching up).
 - c. Where appropriate, offer to connect on a social media network.
 - d. You want to end it because you are a very active, busy person who has many in your business.

12. Practicing your communication skills is the best way to get better.
 - a. Think of a conversation like dancing with a partner.
 - b. The more you do it the more fluid you become.
 - c. Build a Plan and stick to it: i.e. talk to 5 new people per day (and do not care whether you bring up Mannatech or not...just "Be With."

13. Put yourself in more social situations to practice your communication skills.
 - a. Build a Plan...attend events locally whether the topic is your favorite one or not.

14. You can also record yourself and start with a basic communication script to improve quickly.
 - a. If you think you are great at this, think again. Every one of us can improve.
 - b. Recognize, if you just increase your effectiveness by 10%, over one year it could mean becoming an Executive Director versus staying at Regional. (\$2-3,000 additional income monthly!)

Why are great communication skills so important? For businesses having great communication skills help build relationships. For the average person it's about feeling accepted, bonding with others and creating joyful experiences. Successful businesses use communication to weave both concepts in order to maximize growth and loyalty.