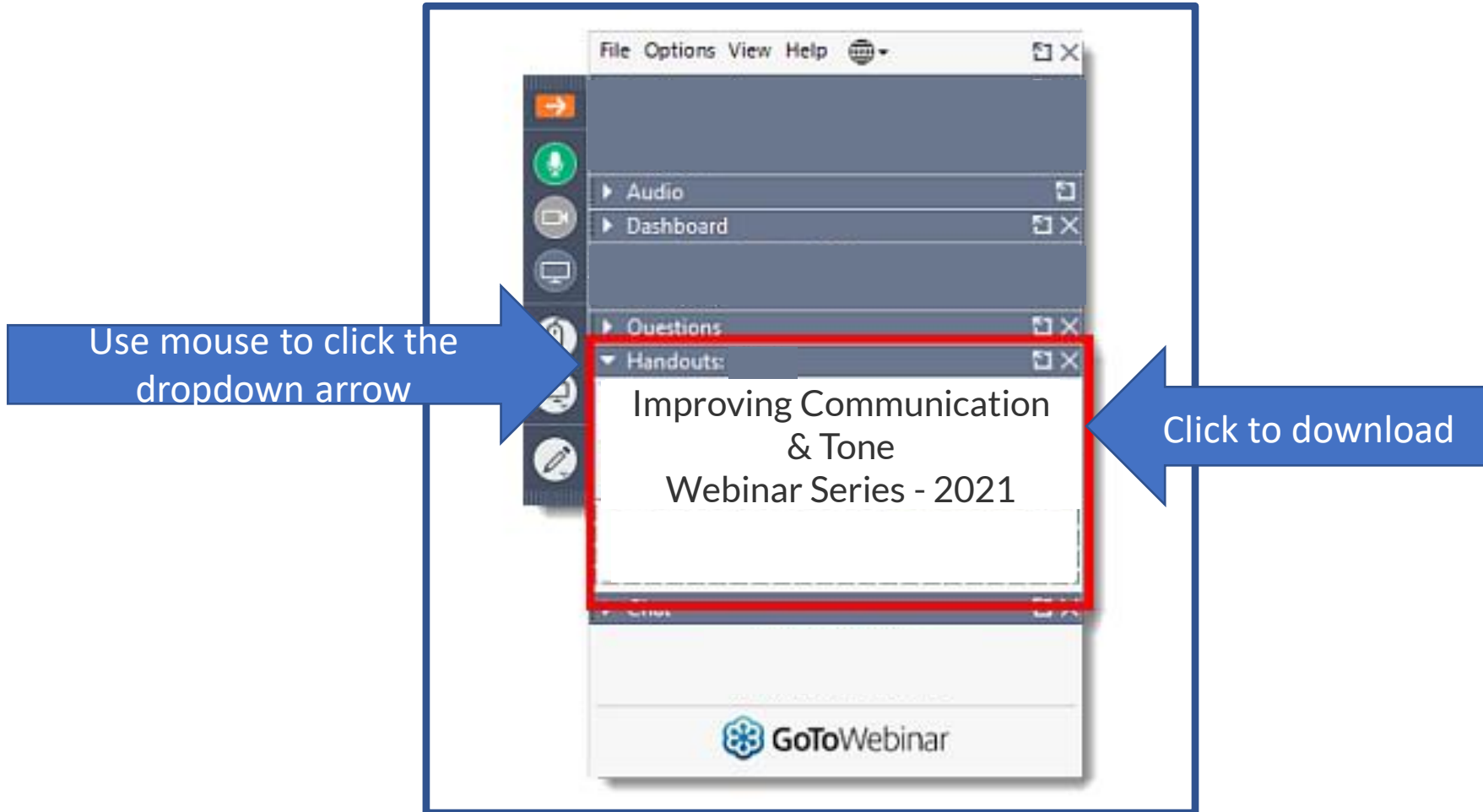


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Welcome!

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edge2learn

Presented by:
Michael &
Alisha
Leytem



Improving
Communication &
Tone



Your FREE Webinar Today is Presented by Ellis, Partners and Edge2Learn



Thank you for joining us today!

Want to learn more?



Pam Pederson

Director of Engagement and Communications
Edge2Learn

ppederson@edge2learn.com



Today's Presentation!



Meet Your Speakers:

Alisha Leytem
Michael Leytem

- **Alisha Leytem is a transformation mentor, wellness teacher, and retreat facilitator.**
- She has worked with hundreds of clients worldwide since 2015 to create wholeness in their mind, body and soul through coaching, workshops, online courses, weekend retreats, speaking engagements and more.
- **Michael has been a talent management consultant and leadership coach since 2011.**
- He has worked with hundreds of Fortune 500 leaders to customize talent strategies and leadership solutions that drive personal and organizational growth.



Improving Communication and Tone At Work

With Wellbeing Consultant, Alisha Leytem
And Leadership Consultant, Michael Leytem

April 22, 2021



Alisha Leytem



Experience

Business Owner, Wellness Coach, Well-being Consultant and Wellness Retreats Facilitator



Focus Areas

Wellness, Well-Being Training, Stress Management and Mindfulness Strategies, Leadership



Education

B.A. Communications, Entrepreneurship
Certified Wellness Coach (Mayo Clinic)



Michael Leytem



Experience

Business Owner, Author, Leadership Coach, and Talent Management Consultant



Focus Areas

Leadership, Organizational People Strategies, Change Management, Training, and Mindfulness



Education

B.A. Psychology, Sociology
M.A. Industrial Organizational Psychology

Our experience blends **effective people strategies** with a **focus on well-being** resulting in **sustainable transformation**

Overview

1) Miscommunication

Understanding the roots of miscommunication and building awareness in your communication style

2) Psychology

Psychological tips for being a more effective communicator

3) Feedback

Exploring how to deliver and receive feedback

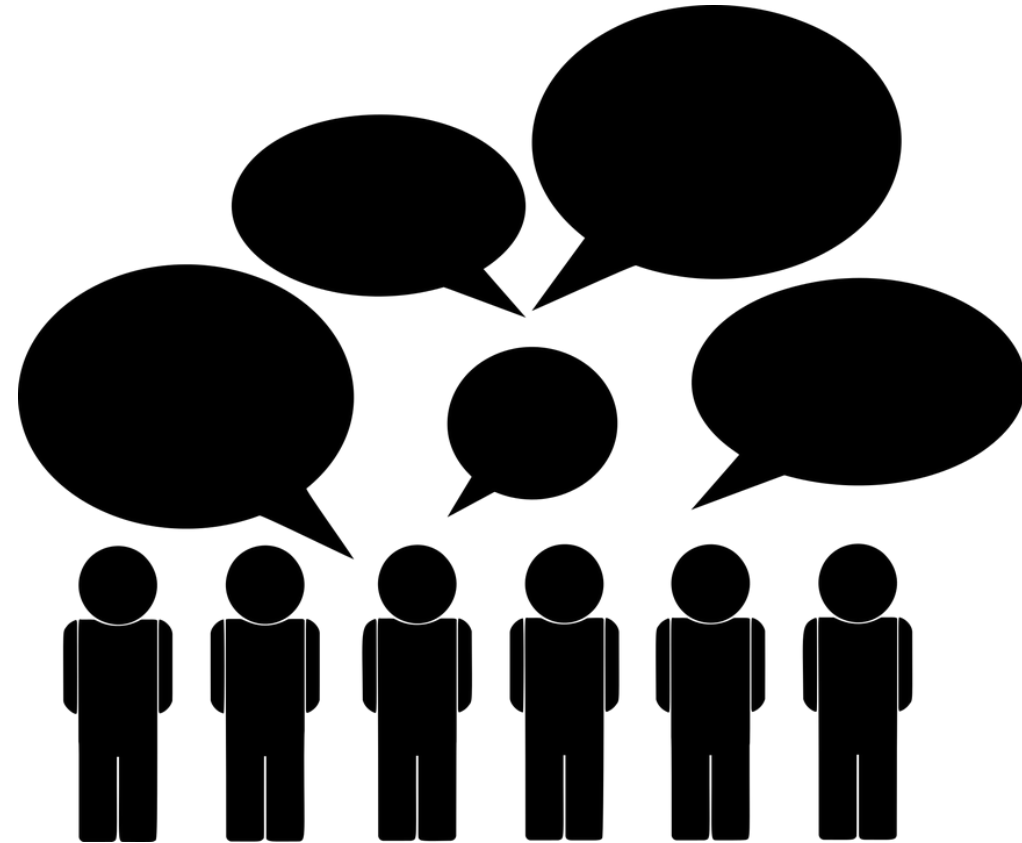
4) Mindfulness

Practicing mindfulness to improve communication

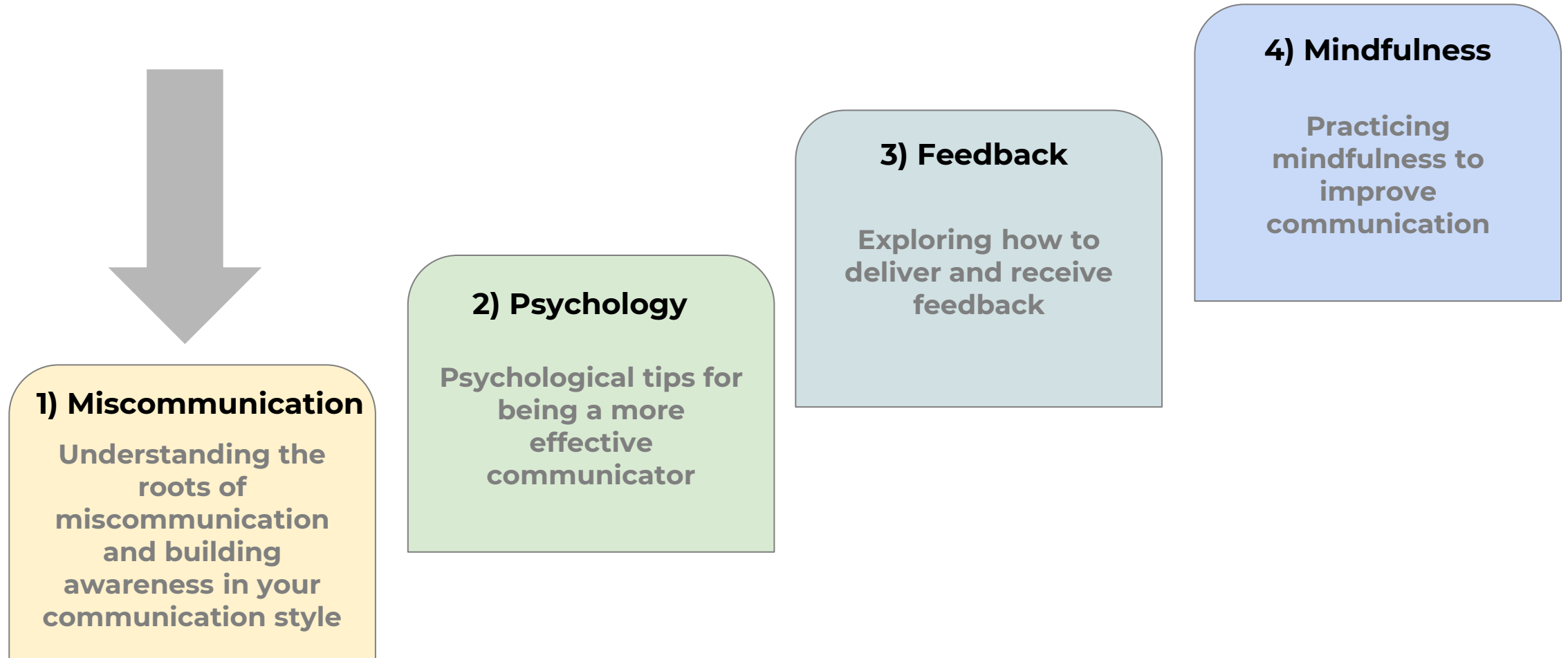
What makes a person a great communicator?



- How many communication issues do you typically have to solve for in a week?
- How many meetings did you attend in the last month that could have been an email?
- What is more important: being a great presenter or being a great listener?



Overview



The Roots Of Miscommunication



Avoiding tough conversations
because it's uncomfortable

Assuming others understand what
you mean and want

Not being clear with colleagues
about your expectations because it
feels too hard (**yet blaming them** for
not delivering)

Great Communication Starts With You



*"Clear is kind.
Unclear is unkind."*
- Brene Brown

Initiating uncomfortable
conversations increases trust

Being vulnerable in your
communication with others is
being a great communicator

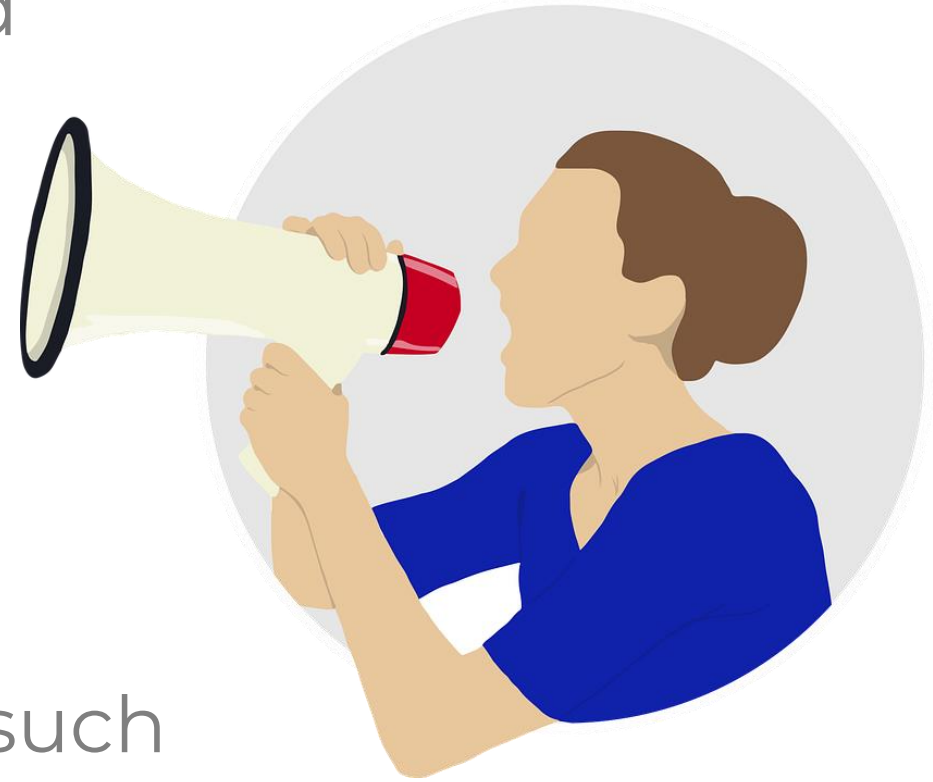
Your Words Have Consequences

Speaking unkindly about yourself and others

(The importance of "I AM")

Saying one thing and doing another

Your words are sacred-treat them as such



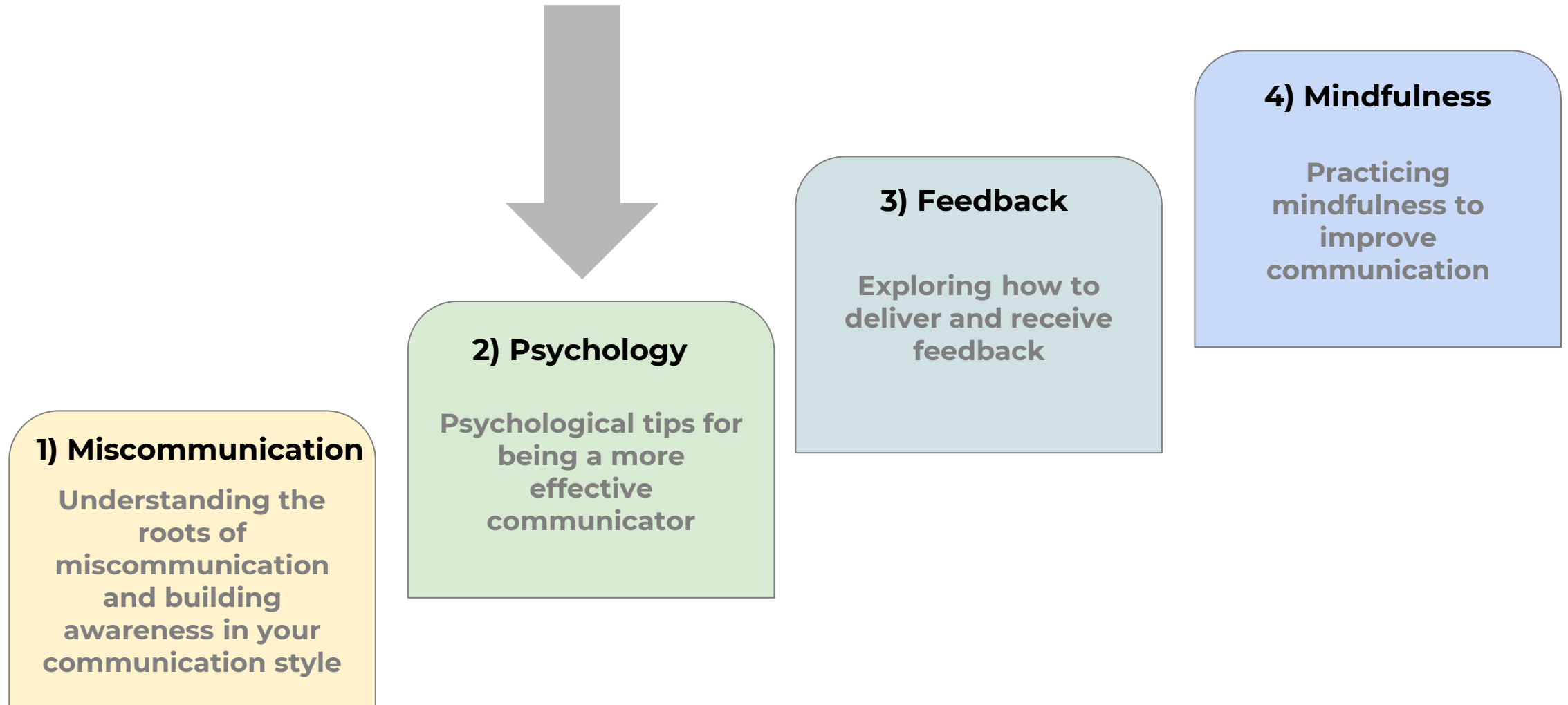
Communicating with Intention



Don't forget the basics!

1. Which information is most important?
1. Who is the appropriate audience?
1. Which channel (e.g. in-person, phone call, text, email, etc.) should the communication be sent from?

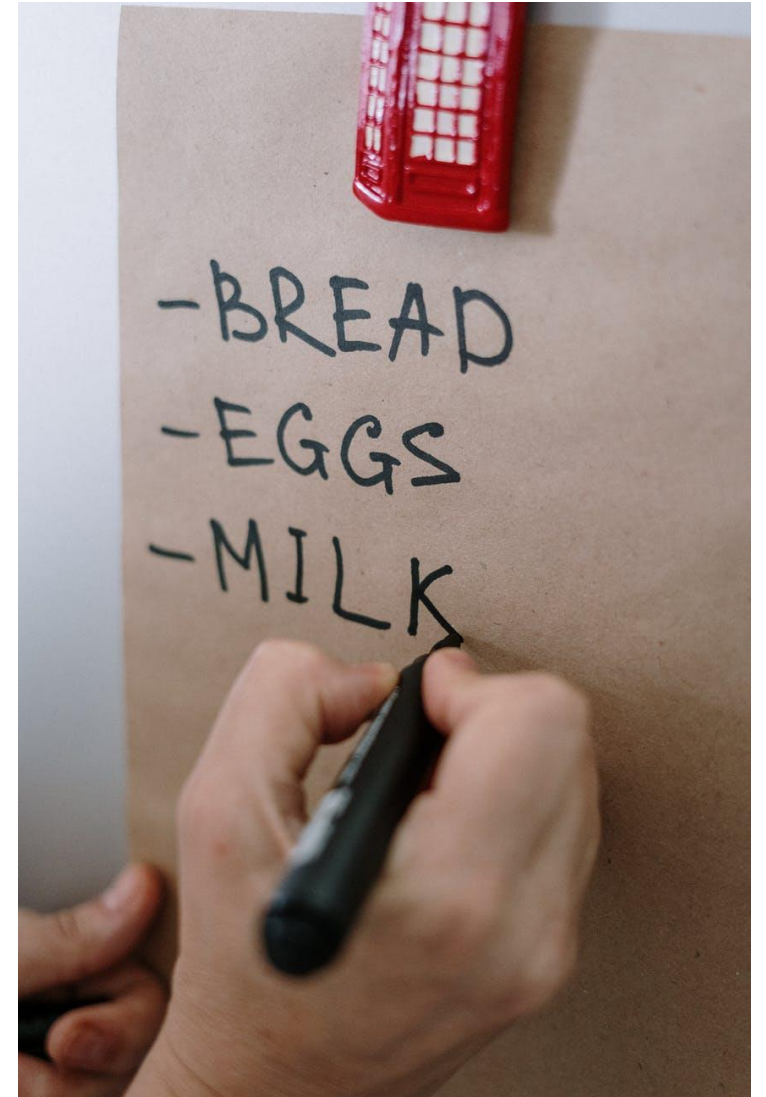
Overview



The Rule of 7+ or -2

The Magic number 7 (**plus or minus two**) provides evidence for the capacity of short term memory. Most adults can store between 5 and 9 items in their short-term memory. This idea was put forward by Miller (1956) and he called it the magic number 7.

In what ways can you apply this psychological finding in your communication?



Primary and Recency Effect



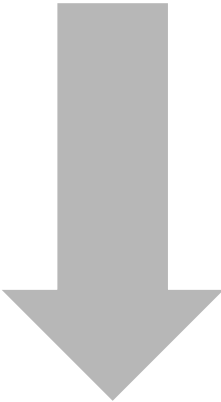
The **Primacy/Recency Effect** is the tendency for information presented at the beginning (Primacy) and end (Recency) of a learning episode to be retained better than information presented in the middle

In what ways can you apply this psychological finding in your communication?

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Stages of Feedback Acceptance

Resistor

Resists feedback at all costs because it may **challenge a person's ego** or **produce** feelings of **awkwardness**

Receiver

Acknowledges the value of feedback and is open to receiving it, but **does not proactively go looking for it**

Requestor

Truly sees feedback as a gift and requests it whenever he or she can. **Does not overact or become emotional to +/- comments**, but rather reflects and applies learning to promote growth

Use the SBI Model



Situation

Use specific details to describe what happened and where

Behavior

Describe observable behaviors without using judgment or opinion

Impact

Describe the result that occurred due to the observed behaviors

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When in Doubt, Refer to the “4 Agreements”

The Four Agreements

1

BE IMPECCABLE WITH YOUR WORD

- a. Speak with integrity.
- b. Say only what you mean.
- c. Avoid using the Word to speak against yourself or to gossip about others.
- d. Use the power of your Word in the direction of truth and love.

2

DON'T TAKE ANYTHING PERSONALLY

- a. Nothing others do is because of you.
- b. What others say and do is a projection of their own reality, their own dream.
- c. When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

3

DON'T MAKE ASSUMPTIONS

- a. Find the courage to ask questions and to express what you really want.
- b. Communicate with others as clearly as you can to avoid misunderstandings, sadness and drama.
- c. With just this one agreement, you can completely transform your life.

4

ALWAYS DO YOUR BEST

- a. Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick.
- b. Under any circumstance, simply do your best, and you will avoid self-judgment, self-abuse, and regret.

Guided Mindful Awareness Exercise

- I am an excellent communicator
- I enjoy talking to other people
- I am assertive and able to influence people
- I can say no
- I am outgoing and can speak to anybody
- I believe my communication skills are strong
- I am confident when I speak to others
- I am a natural leader
- I can express my opinions easily
- I can remain calm when speaking to others



Centering Thought

“Radiate an energy of serenity and peace so that you have an uplifting effect on those you come into contact with.”

-Wayne Dyer

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Thank You!



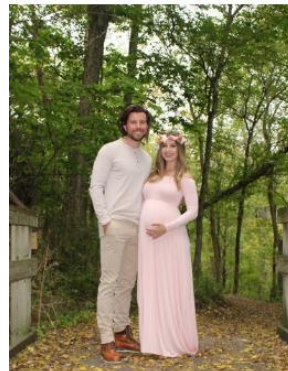
CATCHING MINDFULNESS



Alisha Leytem

Is your organization looking for a fresh approach on talent development?
Have you considered combining leadership and wellbeing to support your teams?

In *Catching Mindfulness*, Alisha + Michael Leytem partner together to offer effective people strategies with a focus on well-being, resulting in *sustainable transformation* for your organization.



About Michael and Alisha Leytem

Michael Leytem is the author of *Catching Leadership*, a Talent Management Consultant and Leadership Coach. Alisha is a Certified Wellness Coach, Well-being Consultant and Wellness Retreat Facilitator. They live together in Galena, IL with their daughter.

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Upcoming Webinars 2021

Up Next: 4/29/21 at 1:00 PM CST

**The State of Fraud in Property
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Do You Have a Plan?

With Maitri Johnson

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Questions?

From All of Us at Ellis and Edge2Learn

