



CORPORATE INITIATIVES
Achieving Strategic Initiatives through High Performance Teams

HOW NAVIGATORS COMMUNICATE

People have a long way to go in order to communicate effectively.

Research indicates that most people understand only 40% of what another person is saying. On that basis, we have to repeat the same message 2 ½ times to really get our points across.

I recently gave a talk entitled “How Navigators Communicate: 15 keys to get your point across. You can print out this list for your convenience.

- 1) “Go to the balcony” – gain perspective from the other person’s perspective.
- 2) Listen effectively – “what I am understanding you to say is” (paraphrase what you hear) and then say “am I right?”
- 3) Validate what you hear – “What you say makes sense from your point of view because.....”
- 4) Practice straight talk – “This is how I see the problem.....”
- 5) Don’t take things personally.
- 6) Don’t fight with someone else’s weapons. Think about your strengths.
- 7) Know your weak spots – your achilles heel.
- 8) Ask for feedback. Debrief the conversation – what worked, what didn’t work.
- 9) Surface the elephant in the room and seek transparency/be honest. An “elephant” refers to the issue everyone know is present but no one is talking about.
- 10) Keep the promises you make.
- 11) Focus on the circle of influence and what actions can be taken, rather than focusing on concern or worry.
- 12) Admit your errors.
- 13) Be there for others.
- 14) Don’t offer unsolicited advice.
- 15) Summarize what you’ve agreed to and not agreed to.