

# PEOPLE DON'T CARE HOW MUCH YOU KNOW, UNTIL THEY KNOW HOW MUCH YOU CARE









Keeley

Sam

Roy

#### GOOD LISTENERS ARE GOOD COMMUNICATORS AND GOOD COMMUNICATORS ARE GOOD LISTENERS

### HERE'S THE PROBLEM

### MOST PEOPLE DON'T LISTEN TO UNDERSTAND, THEY LISTEN TO REPLY

### COMMUNICATE







### IF YOU KNOW WHAT YOU'RE GOING TO SAY BEFORE YOU SAY IT, YOU'LL SAY IT BETTER

### RESPECTFUL

"HAVE YOU HAD A CHANCE TO ...."

### CLASSY

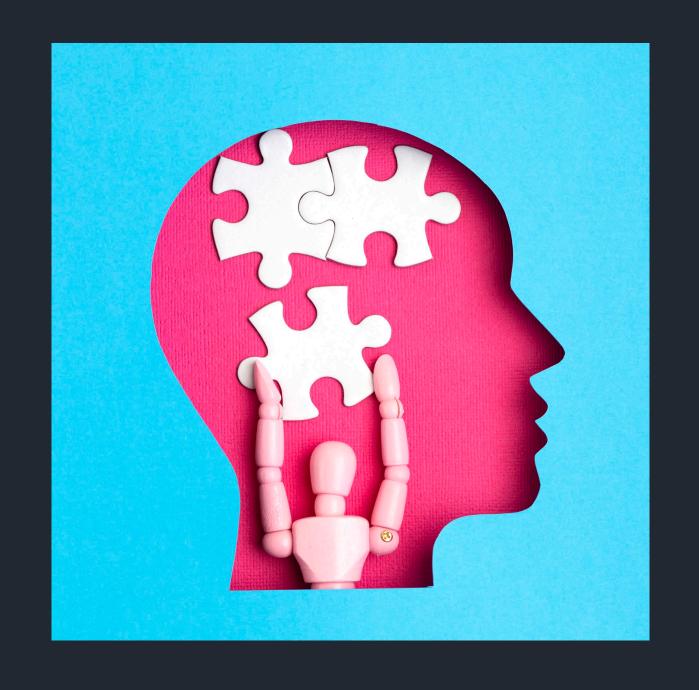
"ARE YOU STILL ENJOYING YOUR DINNER..."

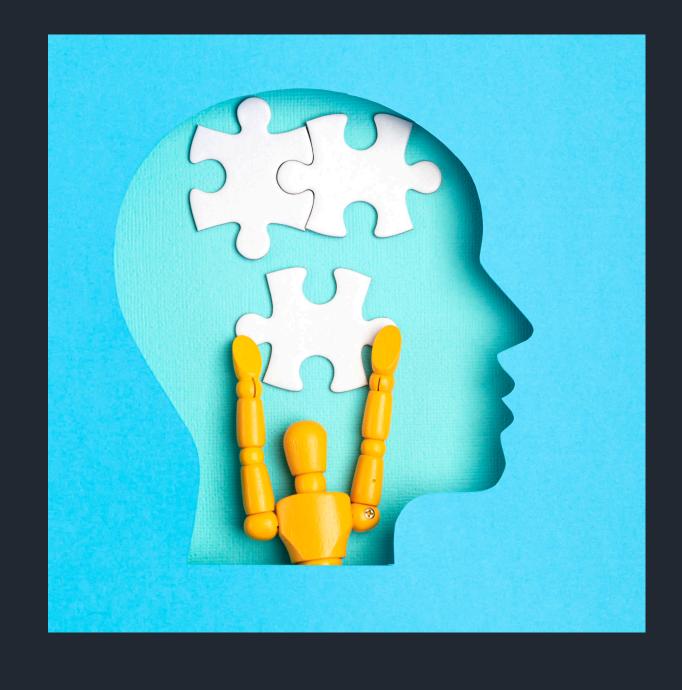
### HOW TO SOUND SMARTER KIND OF/SORT OF ALITIEBIT EXTRA WORDS -SINGLE

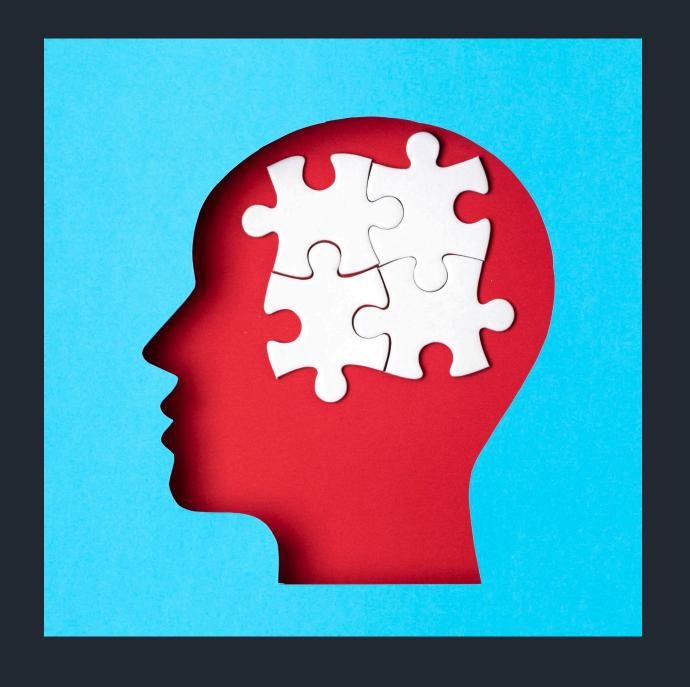
## ANSWER FIRST EXPLAIN SECOND

### RESPONSE

III YEAH III SO







POSTURE

HANDS

EYE CONTACT

### \$528,000

## LEADERS SAY WHAT NEEDS TO BE SAID WHEN THEY NEED TO SAY IT

THE BOSS
DOESN'T
LISTEN OR
WANT MY
OPINION

NOBODY KNOWS WHAT'S GOING ON AROUND HERE

I GET NO ADVANCE WARNING ABOUT CHANGES

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## DIFFICULT DISCUSSIONS

- PLAN
- PRACTICE
- LISTEN
- COUNTER
- CLOSE

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### PRACTICE

### LISTEN

### COUNTER

### CSLOSE

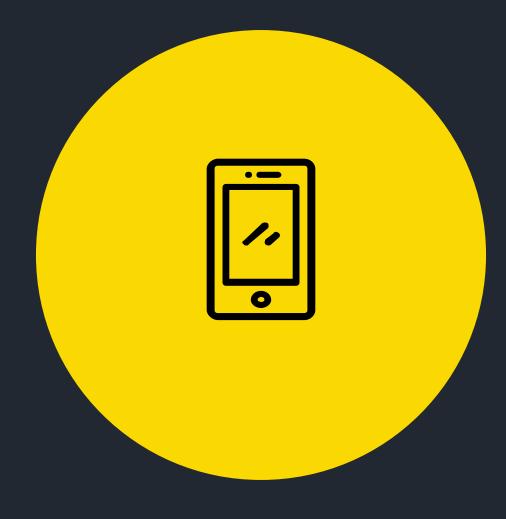
### TAKE A CHANCE



grantainsley.com



grant@grantainsley.com



(780) 288-8080



grantainsley.com