SAYING WHAT YOU WANT TO SAY – SUCCINCTLY

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• Have you ever asked a friend, a co-worker, a Professor or a customer service agent a question but the person responding goes on and on and never gets to the point?

• The response is distracting, includes facts that are not needed to the point where your forgot what your original question was.

• Maybe you know someone like this! Are you guilty of this?
SAYING WHAT YOU WANT TO SAY – SUCCINCTLY

- I can’t get that 15 minutes back
- Where was I going with this
- The definition of insanity
- Shiny squirrel
- Can you land the plane?
WHEN DO YOU NEED TO SPEAK SUCCINCTLY

• Work – meetings, memos, emails, presentations

• Teaching

• Dealing with customer service calls

• Interviewing
EXTERNAL FACTORS THAT IMPACT SPEAKING SUCCINCTLY

- Not feeling well
- Having a bad day
- Distracted by kids, television, co-workers
- Already upset before making the call
- Disruptive audience members
- Getting transferred from person to person
- Not having a plan or agenda
- Not enough time
COMMON MISTAKES

**Not knowing what your goal is**

- Closing the deal
- Getting students to understand the concepts
- Correcting billing errors on your statement
- Presenting your attributes and getting the job
COMMON MISTAKES

Under preparing

• A plan is needed no matter how big or small your goal is. PREP WORK

• Have an agenda, list your talking points, have a plan A, B and C. What is negotiable? What is not negotiable?

Work – meetings, memos, emails, presentations
  Prepare, plan for positive and negative feedback

Teaching
  Alternate approaches, keeping audience focused

Dealing with customer service calls
  Free services, products, discounts

Interviewing
  Research the company, common questions, examples
COMMON MISTAKES

Not making a human connection

- Focusing on people will always get you more

- Greetings

  How is your day going? I hope you are the person that can help me today. Using first names of students. Remembering the name of a child, pet. Mention of common interest or hobby. Congratulations on an achievement.

- Speaking succinctly does not mean you lose a having a personal touch to your words.
COMMON MISTAKES

Over explaining

- Don’t share too much information
- Stick to the facts
- Your intended audience can lose focus when overwhelmed with unnecessary details
- No need to share your life story
- When a point’s clear, it’s time to stop talking
- Keep the receiver on track
COMMON MISTAKES

Poor writing skills

- Often memos or emails are too “busy”. Number items, use bullet points, do not add unnecessary information. This allows your reader to quickly understand what is being said and what response needs to be made.

  How often have you received a lengthy letter, email, resume and just “check out” when reading it or skim it and miss important details.

- Write shorter sentences. Do not use words to impress. No need to prove your intelligence or your education when trying to get to the point. If the receiver needs a dictionary to understand what you are saying you will not reach your goal. You need to gain the confidence and respect of your audience.

- Proofread – GUILTY
COMMON MISTAKES

Poor listening skills

- Are you anxious? An interrupter? Worried that you will forget you point so you blurt out what you are thinking.

- Don't be afraid to pause before you respond. A delayed response appears thoughtful and in control.

- Summarize what you hear people saying or what is being asked. Reiterating what you hear being said helps understanding and responding. It also gives you time to formulate a response.

- Ask related questions
THE END RESULT

• Getting more!

How to negotiate to achieve your goals in the real world by Stuart Diamond

• Achieving your goals

• Making a connection

• Getting a new job

• Increase understanding in the classroom

• Learning new strategies