

Week 17 – Communicator

Day 1

Communicator - Definition

A person who listens and understands what is heard before speaking; one who is willing to share ideas with others.

Communicator - Quote

“Communicating is less about speaking than listening.” Rick Pitino

Demonstration:

For each day of the week, give yourself either “+” if you demonstrate this quality or “-” if you do not.

M_____ T_____ W_____ Th_____ F_____ Sa_____ Su_____

My Goals for the Week:

+	

What makes listening so important?

Week 17 Communicator

Day 2

Greet People Positively

The beginning of communication is body language.

How do you greet people? Most people don't greet people or do so in negative ways. You have an opportunity to greet many people each day.

How can you bring a smile to their faces?

Zig Ziglar used to greet people if they asked, how are you? "Great, but I will get better!" Whenever he saw you, he said, "Good morning" even if it was not the morning! You would say "good morning" back and then say but it's the afternoon. He would ask, "why did you say good morning?" Lesson learned.....People greet you in a similar way that you greet them. Zig always said, "The best part of the day is still to come so it must be the morning."

How do you answer your phone?

Does it bring a smile or positive thoughts to the caller? Does your message let the caller know they are dealing with a positive person.

How about your reply to a negative greeting? When someone makes a negative response to you, they want you to crawl down in the gutter with them. Be positive. It makes a much greater effect.

How about your language? Do you say "Make it a great day" not "have a good day"? Profanity displays a lack of vocabulary and can put you in a hole you cannot get out of.

To communicate in a positive manner is a habit. Make it a good one.

4th goal this week.....greet people positively

5th goal this week.....answer your phone positively

6th goal this week.....make your voice mail recording positive

Your first impression of someone is often your greetings to each other. Why is it important to be positive?

There is a saying, "It's not what you say, it's how you say it!" What does this mean to you?

Week 17 Communicator

Day 3

The Eyes Have It

In the book, See You at the Top, by Zig Ziglar, there are many great stories about people and the way we interact with each other. One story is about an old man many years ago in Northern Virginia. It was bitterly cold, and he was on foot trying to cross a river that had no bridges. He decided to ask for a ride to the other side. A group of horsemen approached. He allowed the first, second, third, fourth and fifth rider to pass without asking any of them. The last rider rode by. He looked him in the eyes and asked if he could have a ride across the river. The horseman replied that certainly he would give him a ride. Once across the frigid water, the horseman helped the old man to the ground. Before leaving him, he asked the old man why he let the first men on horseback ride by not asking them for ride. The old man replied quietly that when he looked into their eyes, he saw no love and that it would be useless to ask any of them for a ride. When he looked into the horseman's eyes, he saw compassion and love. I just knew you would be willing to give me a ride.

The horseman was very touched and expressed gratitude for what the old man said. With that, Thomas Jefferson rode off to the White House.

We all have heard that our eyes are the window to our soul. In this case, the old man read Thomas Jefferson's eyes correctly.

If you had been the last rider, would the old man have asked you for a ride?

This past year we have all experienced wearing masks because of Covid. We have unwillingly become good at reading eyes. How does it make you feel when someone does not look at you when you are talking?

Week 17 Communicator

Day 4

Rick Pitino

Rick Pitino was a very successful college basketball coach. During the recruiting process head coaches make home visits to sell their program to the parents and the players.

Pitino said the first year he was a head coach he and an assistant coach were in the homes of recruits and when they left, the assistant would tell him what a great job of telling the recruits about all the good things about the program. But then they seldom got the recruits.

The next year he would just listen to what the recruits and parents wanted in a college. His assistant would tell him he was doubtful they would get the recruits because all Pitino did was listen.

They ended up getting enough recruits to win a National Championship.

Moral of the story: The basic component of communication is the ability to listen. Nobody wants to know what you know until they know that you care. They are much easier to communicate with when you listen and decide what they need.

We communicate to others by our body language, by listening, by greeting people positively. Which of these is most important to you and why?

“One of the most sincere forms of respect is actually listening to what another has to say.” Bryant H. McGill
What does this mean to you?

Week 17 – Communicator

Day 5

Evaluate Your Week

We've been focused on "Communicator" this week, how did you do? For every goal not met, explain what happened and what you can do differently next week to have success.

If you completed goals, what did you learn?

Write down in complete sentences, something that you learned about "Communicator" this week.

Of the three stories, "Greet People Positively", "The Eyes Have It", "Rick Pitino", which had the greatest impact on you? Why?

Demonstration:

For each day of the week, give yourself either "+" if you demonstrated this quality or "-" if you did not.

M_____ T_____ W_____ Th_____ F_____ Sa_____ Su_____