

Bring It On Home

It's tempting to exclusively focus attention on the professional benefits of developing better communication skills, but there are major benefits for your personal life.

Jim was working with me on becoming more aware of clues his clients were giving that they might be losing focus on what he was saying. He reported seeing several clues since our last meeting, including a new client's glazed look and a long time client look away and not resume eye contact. "So I checked in with them and it worked." The feedback had been spectacular; clients had started asking good questions and let him know they had been distracted or confused.

Jim paused and stared at his pen, "I interrupted myself the other night at dinner with my wife. I suddenly realized I had been talking for a while and she hadn't said anything. I asked if she was ok and she just stared at me. After a minute she said, 'I wanted to talk about our vacation but didn't want to interrupt you. Thanks for asking.'"

Communication skills aren't business skills; they're personal mastery skills that help you create the life you want. One of those business write-offs that you can take home with you.

Can you tell when you've loaded on too much information and lost sight of your client or family member? Is it hard to remember that the emotional connection is the important one, even with clients? Would your partners - at work and at home - appreciate a little more focused attention? Give me a call to increase your personal mastery of communication.