Chapter 3
Interpersonal Communication Skills

Keys to Better Listening

- Give the speaker your undivided attention
- Stay open-minded
- Don't interrupt
- Involve yourself

What are your biggest barriers to listening, and how can you overcome them?
Amy's Baking Company – No Lesson Learned?

Amy's Baking Company is in the social media news again for angering customers. Back in August 2010, Amy responded to a negative Yelp review by calling the customer a "moron" and saying that "only tramps and losers want to sit outside in 110 temperatures." [http://www.youtube.com/watch?v=nexQhKIx3YQ](http://www.youtube.com/watch?v=nexQhKIx3YQ)

Now, Amy finds herself in the heat again. Owners Samy and Amy Bouzaglos appeared on the reality TV show 'Kitchen Nightmares' for Chef Gordon Ramsey to save their business. But Chef Ramsey left the show because the couple is 'incapable of listening.' Things went downhill from there.

---

Interpersonal Communication Skills

Nonverbal | Listening | Social Media | Voice and Text | Meetings

---

Interpersonal Communication Skills

Nonverbal | Listening | Social Media | Voice and Text | Meetings

---
Truth about Meetings

- 20 million take place everyday in the U.S.
- Average exec spends 25 to 70 percent each day in meetings.
- 1/3 are considered unproductive.
- Crucial management skill.

Which Meeting Format Is Best?

- **Face-to-Face Meetings**
  - In-person meetings for any number of people

- **Conference Calls**
  - Audio conference calls for people in two or more locations

- **Online Meetings**
  - Web-based meetings using a service such as WebEx

- **Videoconferences**
  - Video-based meetings using smartphones, desktop programs, or dedicated services

Planning the meeting

- Identify your purpose.
  - Determine whether a meeting is needed.
- Prepare an agenda.
- Determine who should attend.
- Determine logistics.
Conducting the Meeting

- Punctuality: Begin and end on time.
- Follow the Agenda.
- Leading the meeting:
  - State the purpose
  - Don’t let the discussion bog down
  - Use problem-solving strategies
  - Summarize at the end
- Parliamentary Procedures

Following Up the Meeting

- Routine meetings: Short Memo explaining what was decided.
- Minutes: Summarize what was discussed and the decisions made.
- Emphasize what was done, not what was said.

Participating in Meetings

<table>
<thead>
<tr>
<th>All Meetings</th>
<th>Virtual Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Arrive on time and prepared.</td>
<td>• Practice with the technology.</td>
</tr>
<tr>
<td>• Don’t bring food.</td>
<td>• Avoid loud plaid or striped clothing.</td>
</tr>
<tr>
<td>• Turn off your smartphone.</td>
<td>• Log on a minute or two early.</td>
</tr>
<tr>
<td>• Introduce yourself to new people.</td>
<td>• Minimize background noises.</td>
</tr>
<tr>
<td>• Avoid side conversations.</td>
<td>• Mute your phone when you’re not speaking.</td>
</tr>
<tr>
<td>• Participate fully.</td>
<td>• Avoid multitasking.</td>
</tr>
<tr>
<td>• Don’t interrupt others.</td>
<td>• Allow a little extra time before you speak, and state your name.</td>
</tr>
<tr>
<td>• Stay focused and engaged.</td>
<td>• Speak and act naturally.</td>
</tr>
<tr>
<td>• Support others’ comments.</td>
<td></td>
</tr>
<tr>
<td>• Disagree respectfully.</td>
<td></td>
</tr>
</tbody>
</table>