

How to Order Tip Sheet

Order is used in the context of communicating to get what you want. Think food, not army!



51%

If you **take responsibility for 51% of the conversation** or communication you have with someone, you're likely to be more influencing, clearer and evoke trust from another. This particularly works when de-fusing a situation or when you're aware a misunderstanding has taken place. Accepting responsibility in actions and words makes a swift bold impact.

De-jargonise

When you want something (and presumably if you're doing anything you do want something – even if it's to create a smile on someone's face) then it's best to give the person the best chance to give it to you. To do this they must understand you. Be aware of what jargon you might use in your specialist area. **Abbreviations can run into thousands in large organisations.** Everyone you speak to has different communications needs but by simplifying yours (which can mean going back to basics) helps. No-one thanks you for making them feel ignorant.

Animals and children...

They say don't work with either but in communication imagine how dogs and babies get the gist of your communication. It's all in the tone. You can praise a dog in a gruff tone and it will consider itself chastised. Adults would be astounded if we communicated with sounds in the same vain we may mutter to babies. **Words make up just 7% of what we comprehend. 38% comes from tone.** What tone do you wish to portray to others?

Slowly does it

By **talking slower than you might in a chat**, you will give someone the chance to digest your words at their own pace and to ask you questions without thinking they are interrupting your speech. Notice how they may take written notes or repeat phrases back to you, for hints of how they're digesting what you say. Give them time.

Disproportion, distortion and lost in transmission

Due to our personal values and experiences we alter what might be being said. Only the first time we experience something do we react freshly. The second time and thereafter, we've collected evidence and assumptions in relation to the type of scenario – which can be added to your messages unwittingly. In order to communicate clearly we have to **ensure the receiver has received loud and clear.** To do this, getting the receiver to communicate back to you what has been "transmitted" gives you the opportunity to clarify any misinterpretations.

Offer a summary

Give people a chance to prepare the **context** in their mind for what you say. We memorise and comprehend by relating new information and allocating it to an existing area of knowledge. Ordering in a restaurant we might say "To start, I'll have, then for main course.." so the waiter will know at what point of the meal you wish for that dish. In communication, by giving a context you're helping someone received your "order".

Starter, main, dessert

Just how a story has a beginning, middle and end, a meal has its courses, what you say should be structured too.

Having an idea of **your structure** before ambushing someone with what you would like helps them follow your framework.

Open to interpretation

Body language is the remaining 55% of communication.

Having

- open arms,
- an open jacket,
- unclasped hands,
- an uncovered face (not even shrouded by leaning on a hand),
- open eyes (!), and
- parted lips

presents a sense of having nothing to hide, openness and two-way communication. People do want to feel part of the conversation, even when it's deemed as instructive.

Personal with people

Intend to be personal. If your opinions are clearly yours, state them so, e.g. "I feel that..." or "In my experience..." It is more honest (and less contentious) than presuming for others, even when we feel if we could use a group opinion we'd have more influence. It also demonstrates confidence.

Repeat, repeat, repeat.

When you say one of your key points to someone, repeat it or rephrase it. This helps it to be truly digested. It also tells someone that you consider it important by the fact that you repeated it. (Just think of when someone is considered to "sound like a record" – it's a subject they're passionate about!)

Email clarehaynes@wildfirecoaching.com or call +44 (0)845 430 9101 to boost your career or company by using your talents to order what you want, with success.

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