

# NIGEL RISNER

## COMMUNICATION IN DIFFICULT TIMES Webinar Recap



We are all individuals, we all have our own unique quirks and frills that define us. That being said, we also hold common personality traits that affect the way we communicate. As we learn to recognise our own communication style and the different communication styles that work best for different people in different situations, we can become more effective communicators in all aspects of our lives.

I like to think of people as either monkeys, lions, dolphins or elephants depending on the communication style they use most often, until they are communicated with ineffectively and then you will see their wild side, hyena, tiger, shark or rhino. Anyone who needs to communicate with a variety of people can think of themselves as a zoo keeper. As a zoo keeper it is your job to understand make makes the various animals tick.





## Top Tips

Here are some of my best top tips to help you to take steps forward to better and more effective communication in your daily lives...

### **'Act as if'**

Your internal dialogue is as important as your external. Our response to the events in our daily life determine our outcomes, so take responsibility for how you feel and 'act as if'. Make sure the content you consume when you wake and go to sleep are positive.

### **If you are in the room, be in the room**

Our lives are so busy it's easy to fall into the trap of trying to concentrate on more than one thing at a time - deadly if you are trying to relate to another person. So if you are in the room, be in the room and you'll find your communication skills sky-rocket!

### **Only feedforward**

Feedback never sat right with me, a negative word describing what should be a positive outcome. When we come across situations with our teams, friends or family make sure your are feeding forward. Anytime you lose a negative word remember to replace it with a positive one instead.

## Final Words

Be a zookeeper. If we can recognise the needs different people have and identify their communication styles, we can start to adapt our own style and communicate better. The result being, you will have a happy zoo, a happy home and a happy workplace.

### **Book offer**

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