



Please Listen to Me!

Communication is about being understood.
It is 80% Listening and 20% Talking

The Art of Listening



Listen with your **HEART**

1. Let the person talk until they **STOP TALKING**
2. Clear your mind of your **RESPONSES**
3. Make an **OBSERVATION**, ask a **QUESTION**
4. Ask **QUALITY** questions
 - a. **ADVISING** = controlling with **YOUR** opinion
 - b. **COACHING** = guiding them to find **THEIR** opinion
5. What to do when you can't say "yes" to what a person wants.
 - a. Avoid a **HARD "NO"**
 - b. Offer **OPTIONS** or **ALTERNATIVES**
6. Negative **FILTERS**
7. Replace **PESSIMISTIC** thoughts with **OPTIMISTIC** thoughts.

*"I look through their eyes
down into their heart to
see their greatest need,
and if it is within my
power, I grant it."
Mother Teresa*



Explanations determine behavior
PERSONAL PERMANENT PERVASIVE
Internal – External Forever – Temporary Always - Specific

The Art of Talking

1. FOCUS

2. Get to the **POINT**
3. Observe the **EFFECT** of your remarks

The Art of Humor

Would You Like to Make People Laugh?

Humor either plays a trick on the mind or paints a ludicrous or incongruous picture.

Humor can be "a painful thing told playfully" or "a tragedy separated by time and space."

Participants must be "in fun."

Humor in public speaking is different than stand-up comedy. Comics tell jokes; speakers use

OBSERVATIONAL OR SITUATIONAL HUMOR that supports the point

being made. Don't expect a laugh track. Nods, smiles, and nudges count as humorous

responses. Delivered it with an attitude of humor, so people will know it is okay to laugh.

Anatomy of a Funny Line

A humorous line sets up a **PREMISE**; then breaks the premise **SUDDENLY** or **ABSURDLY**. Establishing the premise is called the **SET-UP**. Breaking the premise is called the **PUNCH LINE**.

Targets of Humor

1. Poke fun at **YOURSELF**.
2. **INSTITUTIONS**, non-changing structures such as government, marriage, etc.
3. **AUDIENCE** members or audience as a whole, but only if things are going well.

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Rules for Using Humor

1. Rule of **THREE**. The first two establish a pattern, the third breaks it.
2. **BREVITY**, keep it short, less is more.
3. Make jokes and stories **BELIEVABLE** up to a point. Humor isn't a documentary.
4. Humor is **CAREFULLY PREPARED**, clever off-the-cuff remarks are practiced.
5. Paint ludicrous **WORD PICTURED**.
6. Play with **KNOWN PHRASES**.
7. Use **ACTION** verbs.
8. **PERSONALIZE**. Name characters in a story.
9. **LOCALIZE**. Use local store names
10. The unexpected twist must come at the **END OF THE SENTENCE**.

How to Deliver Humor

1. 20% of humor is the material, 80% is you and **HOW YOU SAY IT**.
2. Display a **PLAYFUL** mood to shift the audience from rational to the ridiculous.
3. Look at the **AUDIENCE** on the punch line.
4. **WAIT FOR THE LAUGH**. Begin your next sentence after the laugh has peaked.
5. Don't **STEP** on the punch line.
6. **NOTICE** when you have **ACCIDENTAL LAUGHS**. Write it down and study it.
7. Laugh at yourself and be **MODEST** and **LIKEABLE**.
8. Use **PHYSICAL** humor in place of words to illustrate reactions.
9. Slow down and let the audience **ANTICIPATE** or **SAVOR** the humor.