

# Endangered People Skills, Communication Paradox Knowledge Guide

This knowledge guide helps you understand the communication problems we face today and why. This guide also gives you tips to easily flip the script on the Communication Paradox.

## SmartPhone:

The “Culprit”, the cause of our Communication Paradox and a 21<sup>st</sup> Century addiction. The smartphone is one of the greatest innovations of all time. It puts some much power, functionally and instant access to information, literally at our fingertips. It literally connects us, but it also divides us and puts us in harm’s way. It makes communication so easy and instantaneous, yet it has created so many problems.

## F.O.M.O (Fear of Missing Out):

The smartphone has caused the 21<sup>st</sup> Century addiction. Signs you may be addicted, if you:  
check your smartphone when you wake up.  
hold or answer your smartphone during a face-to-face conversation.  
hold or answer your smartphone while using the bathroom.  
always keep your smartphone in your sight.  
feel uncomfortable when you don’t know where your smartphone is.

## Face-To-Face Conversation Methods:

**Voice** (Verbal) - What we say.

**Tone** (Verbal) - How we say it. Tone reflects mood or personality.

**Body Language** (Non-Verbal) - Communicating by means of conscious or subconscious body gestures, posture, facial expressions, especially our eyes, etc. Body language communicates much louder than what we say. This is an often-overlooked aspect of communication. A 2012 study found that 60% of people said facial expression is the first thing they notice when someone begins speaking.

## People Skills:

1. **Face-to-Face Communication** - One of the two most important people skills. The three phases of communication are:
  - A. **Empathetic Listening** - The most important aspect of communication. Listening is the key to caring. Listening empathically is the best gift you can give someone. Your undivided attention and time costs absolutely nothing but is a powerful demonstration of caring, yet it is very rarely used. When an individual finishes talking, remain silent and wait. It’s during this “second round” of empathetic listening when the individual may share vital, relevant details about their point of view.
  - B. **Pause and Think** - Pause and think once before you act or speak. This demonstrates you are fully comprehending what the individual said and preparing your response. An acronym to help you remember to pause and think, WAIT = Why Am I Talking?
  - C. **Respond** - If necessary, respond to clarify, otherwise respond so you can’t be misunderstood.

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2. **Emotional Intelligence (EI)** - The other most important people skill. EI is your GPS for life. It's the ability to accurately identify and understand your emotions and those of others. EI contributes about **80%** of the factors that determine a person's life success. The other 20% is IQ. The two perspectives of emotional intelligence are:

A. **Personal (Inward/You)**

**Self-Awareness** is your ability to understand, not suppress, your emotions.

**Self-Management** is your ability to manage your response, not react to your emotions.

B. **Social (Outward/Others)**

**Social-Awareness** is your ability to understand the emotions of others (empathy).

**Relationship-Management** is your ability to use your emotions and others to manage relationships.

### Flip the Communication Paradox Script:

Don't miss the opportunity to use the social clout of your smartphone to your advantage, as a powerful communication prop. Using these tips allows you to clearly demonstrate and communicate you are giving two of your most important gifts, your undivided attention and your time.

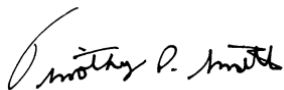
#### Tip 1: Using the Smartphone as a Prop

When someone approaches you, make it obvious you are putting your smartphone away, giving them your undivided attention. Although you don't say a word, you are communicating through body language. Remember, body language trumps what we say. This will make people feel appreciated.

#### Tip 2: Ignore Your Ringing Smartphone

When having a conversation and your smartphone rings or vibrates, ignore it! If the individual asks "Aren't you going to get that"? Simply say "no, I'm having a conversation with you". Pay particular attention to their facial expression. Let them know there is a brand-new technology called Voicemail, which allows you to retrieve the message later. This will make people feel appreciated.

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