



3 Part Podcast Series

The 3 C's to Live Life, Love Life and Be Your Best RESILIENT Self!

COURAGE | CONNECT | COMMUNICATE

Welcome to Episode 3 of my 3 Part Podcast Series where you will learn the 3rd and final of the **3 C's to Live Life, Love Life and Be Your Best Resilient Self. Courage | Connect | Communicate.** Today's topic is **COMMUNICATE.**

My name is Pix Jonasson, Host of The Couragepreneur Podcast.

In this series, we talk about how to have Courage, how to Connect and how to Communicate.

WHY IS THIS REALLY IMPORTANT?

I don't like seeing people not realizing their potential because of either:

1. A lack of awareness or knowledge. I want to fill in these knowledge gaps for you; or
2. They don't know how to communicate. And I mean communicate effectively.

I want to help you uncover the truth about what your life can be like and how to create it.

My ultimate massive purpose and goal here for sharing the **3 C's to Live Life, Love Life and Be Your Best Resilient Self** is to make a positive impact and influence globally, one person at a time, starting with U!

Today's training is also very important because.....

- I know about communication as I have been a communicator all my life;
- I understand what works with communicating and what doesn't work;
- I communicate globally, both personally and professionally; and
- U are here and want to learn about communicating.

I want you to learn how to **COMMUNICATE**, to help you uncover your unlimited possibilities and potential to triumph over abuse and adversity, tragedy and trauma.

In Episodes 1 and 2, which you can go back and listen to anytime, we covered the ins and outs of COURAGE and CONNECTION.

I gave you an introduction that pinpoints the problems that you face and how this negatively impacts things, how I personally overcame the issues and what is happening now in my life/business.

I shared:

- Top reasons why people remain stuck;
- What is courage and connection?;
- Types of courage and connection
- How to connect
- Checklists for Courage and Connecting

So congratulations for being on the training. And now, onto **EPISODE 3: COMMUNICATE**

WHAT YOU ARE GOING TO LEARN TODAY

I will cover:

- What communication is;
- Types of communication;
- How to communicate;
- The tools I have created for you.

HOW YOU ARE GOING TO LEARN IT

This is your space, your time.

You will learning by doing. By experiential learning. I can't do your push ups for you! Knowledge is powerful and applied knowledge is even more powerful.

I will train you, but it's YOU who will do the work.

There is a **COURAGEOUS COMMUNICATIONS FUNBOOK**.

What is COMMUNICATION?

By definition: to share information with others by speaking, writing, moving your body, or using other signals.

Derived from the Greek word "communicare " or "communico" which means "to share."

And I share because I care.

I now have the **courage** to **connect** and **communicate** with some of the world's leading experts in communication. Some of these incredible minds and authorities will be featured on **The Couragepreneur Podcast** and in my coaching and trainings.

WHAT IF YOU COULD COMMUNICATE BETTER PERSONALLY AND PROFESSIONALLY?

I want you to really think about this.

We are going to have a lot of fun with here getting creative and enjoying the journey.

It will challenge you and you may struggle, but when you decide and commit with discipline, focus, determination, you will triumph.

You will feel the hero, uncovering your true destiny with courage, by communicating effectively.

Remember, you will develop your own personalised **COURAGEOUS COMMUNICATIONS FUNBOOK**.

You will be your own **Courageous Communicator**.

What are the types of COMMUNICATION?

Verbal and Non-verbal
Formal and informal

VERBAL COMMUNICATION

Verbal communication occurs when we engage in speaking with others. It can be face-to-face, over the telephone, or a device via videoconferencing such as Zoom, Skype, Facetime etc.

Some verbal communications are informal, such as chatting with a friend over coffee or in the office kitchen, while others are more formal, such as a scheduled meeting.

Regardless of the type, it is not just about the words, it is also about the calibre and complexity of those words, how we put those words together to create an overarching message, as well as the intonation (pitch, tone, cadence, etc.) used while speaking.

And when occurring face-to-face, while the words are important, they cannot be separated from non-verbal communication.

NON-VERBAL COMMUNICATION

What we say is important, but what we do and how we say it is more important than the actual words.

Non-verbal communication includes facial expressions, posture, eye contact, hand movements and touch.

For example, if you're engaged in a conversation with your boss about an idea, it is important to pay attention to both their words and their non-verbal communication.

Your boss might be in agreement with your idea verbally, but their nonverbal cues: avoiding eye contact, sighing, scrunched up face, etc. would indicate something different.

WRITTEN COMMUNICATION

Whether it is an email, a memo, a report, a Facebook or LinkedIn or Insta or even TikTok post, a Tweet, a contract, etc. all forms of written communication have the same goal to disseminate information in a clear and concise manner – however, often that objective is often not achieved especially if you use capitals.

Often poor writing skills lead to confusion and embarrassment and even potential legal jeopardy.

One important thing to remember about written communication, especially in the digital age, is the message lives on, perhaps in perpetuity.

Thus, there are two things to remember:

first, write well – poorly constructed sentences and careless errors make you look bad; and second, ensure the content of the message is something you want to promote or be associated with for the long haul.

I say to my two young adult children, “If Nana wouldn’t want to hear, read or see it, you shouldn’t say, write or do it!”

LISTENING

Listening is extremely important in communication yet it often isn’t included in the types of communication.

Active listening, however, is perhaps one of the most important types of communication because if we cannot listen to the person sitting across from us, we cannot effectively engage with them.

Think about a negotiation – part of the process is to assess what the other party wants and needs. Without listening, it is impossible to assess that, making it difficult to achieve a win/win outcome.

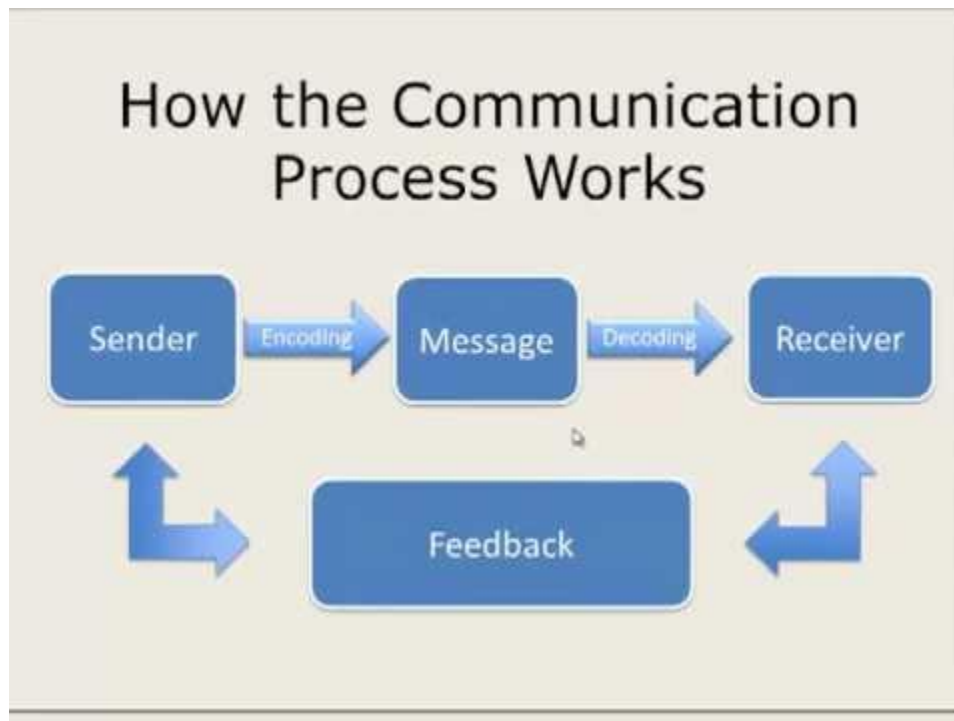
VISUAL COMMUNICATION

We are a visual society. Now more than ever. Think about it, televisions are running 24/7, Netflix, Facebook is visual with memes, videos, images, etc. Zoom, WhatsApp etc etc

Images we post on social media are meant to convey meaning – to communicate a message. In some cases that message might be, look at me, I’m in Italy or I just won an award. Others are carefully curated to tug on our heartstrings – injured animals, crying children, or much deeper passions or global movements such as child sex trafficking.

We communicate continually throughout each and every day. We do it without thinking – we operate on communication autopilot.

How to COMMUNICATE



I encourage you to think about how you communicate.

How do you communicate verbally?

What nonverbal cues do you use when you are disinterested? Excited? Nervous?

Are you a good listener?

Can you write a concise, clearly articulated message?

Are there barriers to how you communicate effectively?

Understanding how you communicate is the first step to communicating more effectively.

Most people think about speech when they think about communication but there are many other ways we can also use to communicate with each other.

Ways to COMMUNICATE

There are many varying ways to communicate. These include but are not limited to:

1. Facial expressions;
2. Gestures;
3. Pointing / using hands;
4. Writing;
5. Drawing;

6. Using equipment or a device e.g. Text message or computer;
7. Touch; and
8. Eye contact.

How Can We Communicate Better With Others?

I have 7 tips for you on communicating more effectively with others, whether in the workplace or at home:

1. It's All About Timing

Find the Right Time. If something is bothering you and you would like to have a conversation about it, it can be helpful to find the right time to talk.

Also use the 48 Hour Rule. Wait 48 hours to communicate in responding to a tough issue that needs significant thought.

Think about it. Do you react or respond?

2. Really Listen

Most of us do more talking than listening.

What is it that makes us more concerned about what we are going to say than what the other person is saying to us? Take the time to really listen to what people are saying, by their words, tone and body language.

If they know you are really listening to them, they will be more open and trust you with their real thoughts and feelings.

Ask questions about what they are saying to encourage them to open up more.

The more you really listen, the more they will open up; I mean the more you really listen, the more they will open up... and the cycle goes on.

Be interested IN others not interesting TO others. We have two ears and one mouth. We need to use them in that order.

3. Talk Face to Face and Come Alongside the Other Person

People don't need friends who beat them up; they need friends who help them out.

Being a friend means coming alongside the other person even if you don't agree with them. It's being there and showing support as they work through the problem.

Don't try to solve or judge their issues; just be there and let them know you care about and support them.

Mum used to remind me: "A problem shared is a problem halved."

If there are really serious matters or issues, it's important that these are discussed face-to-face wherever possible, so avoid talking about serious matters or issues in writing.

4. Don't Attack or Give Unwanted Advice

Do you have one of those friends who love to give you advice even when you don't ask for it?

Most unwanted advice is just that – unwanted.

I really encourage you to wait until your friend asks you for advice and then give it to them. If they don't ask for your advice, don't give it to them. Or if you think it's warranted, ask them for permission to give advice. Something I'm learning...BIG TIME!

Otherwise, giving unwanted advice makes you seem like a know-it-all and that doesn't make for a good friendship or good communication. Sometimes the person just wants you to listen while you are trying to fix the issue instead.

A good question to ask is "Do you want me to listen or to help solve your problem?"

Asking will give you the answer if they want advice from you or not. If they say "just listen", then do that. Close your mouth and just listen. That is the best way to be helpful at that time. If you are respectful of their needs, there might come a day when they actually ask for your advice.

5. Check Your Tone and Body Language

Body language is more telling than the actual words you say. It's not so much what you say, but how you say it.

Therefore, watch your tone and body language when you are speaking. Is your tone harsh?

What's your facial expression when the other person is speaking? I personally don't have a "poker face."

Does your face give away your disgust when someone else is talking? Do you smile and reassure the person who is talking?

Your body language says more about your feelings and thoughts than your actual words so keep that in mind the next time you have a conversation with someone. Check your body language to ensure it is consistent with your words.

6. Be Real and Be Honest

The best way to communicate is by being open and honest. I wear my heart on my sleeve. It's both an asset and a liability.

If you are frustrated, say "I'm frustrated". Being able to label your feelings and work through them can help you when communicating with others. If you don't want to talk about a subject, say "I don't want to talk about that just now" to let the other person know where you stand.

Being able to articulate your thoughts and feelings can be a big step in getting good communication with others. Little kids are great at this as they haven't learned all the social nuances of how to hide their feelings and be deceptive in their communication. We could all use a trip back to being a child when understanding how to communicate more honestly.

7. It's Not About You

Remember, communicating isn't all about you. Communication is a two-way street and we need to remember that the other person's thoughts and feelings are as important as our own. I know that it hard to comprehend, but we need to have that 'give and take' when communicating with others. To have a truly good communication, there needs to be honesty going both ways and a good understanding of what is being said. Asking clarifying questions and letting the other person know you are listening are great ways to enhance communication.

Try these tips to see if they enhance your communication with your family, friends and co-workers. You might be surprised at how simple it really is to communicate with others.

The COMMUNICATION tools I have created for you

I am so excited for you as you will develop your own personalised **COURAGEOUS COMMUNICATIONS FUNBOOK**.

You will be your own **Courageous Communicator**.

All the tools and resources, the checklists and funbooks I have created for you, all help build your COURAGE Muscle to **Live Life, Love Life and Be Your Best Resilient Self**.

You can access them and listen to the other shows at www.pixjonasson.com/podcastseries

This has been Pix Jonasson, The Couragepreneur.

Much love and big Aussie hugs.

Here's to uncovering your COURAGE Muscle to Live Life, Love Life and Be Your Best RESILIENT Self.

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