



# **Power Skills Amplify Your Soft Skills**



**Connect with  
Communication**

# About Me



## Industry Experience



Finance



Technology



Education



Social Care



Public Sector



Private Sector

## Qualifications

- ▶ BA Honors in English, Media & Communications at the University of Limerick
- ▶ TEFL Certification at the University of Limerick
- ▶ Distinction QQI Level 6 Train the Trainer

# OLIVIA ROCHE

## DCM Trainer

# What's Coming Up?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

1:30pm - 2:30pm

Sept  
20

Connect with  
Communication

3:30pm - 4:30pm

Oct  
9

Achieving Balance  
with Time  
Management

3:30pm - 4:30pm

Nov  
6

Get Smart  
About Emotion

2pm - 3pm

Dec  
12

Resolving  
Conflict

# Connect with Communication

**Communication as a power skill**

**Verbal and non verbal**

**EI as a communication skill**



# Communication as a power skill

## How to present a professional image

### Attitude and behaviour

- Warmth
- Empathy
- Friendliness
- Engaging
- Offering advice
- Building relationship



**85%**

of career success comes from having well-developed soft skills and people skills.



# Adaptable Communication Skills

How to become a  
communication chameleon



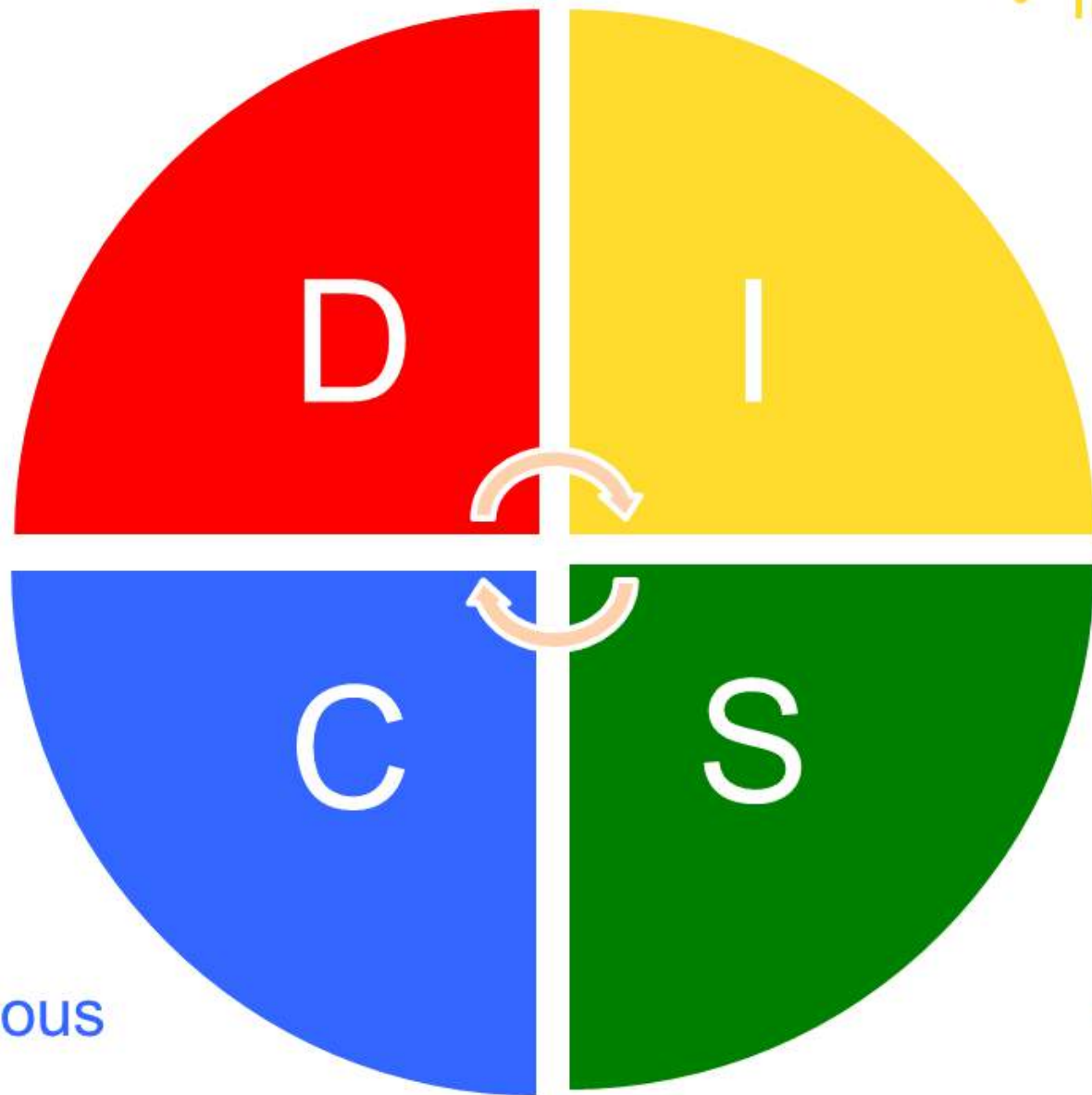


# DISC Profiling

William Moulton Marston

• Dominant

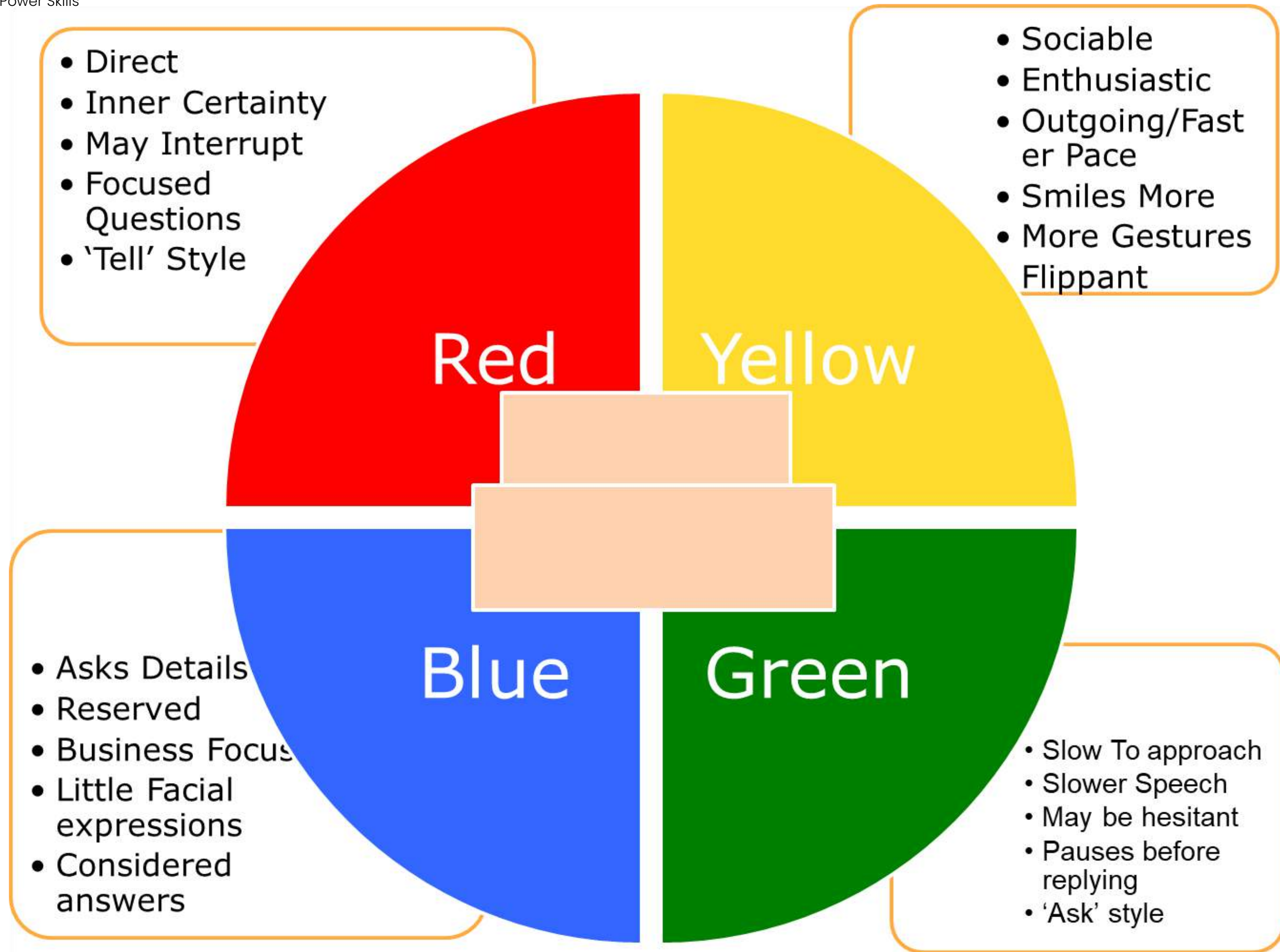
• Influencer



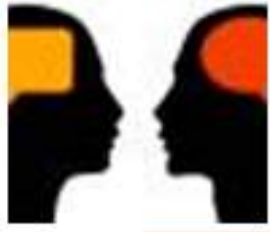
• Conscientious

• Steadiness









## Dominant Communicator

- You should:
  - Be brief and efficient
  - Get to the point
  - Give them options
  - Let them feel in control
- You shouldn't:
  - Waste their time
  - Get too personal



## Influential Communicator

- You should:
  - Show interest
  - Demonstrate personal involvement
  - Compliment
- You shouldn't:
  - Get straight down to business
  - Dwell on details
  - Talk down to them



## Steady Communicator

- You Should:
  - Be easy and informal
  - Give them time
  - Be agreeable
- You shouldn't:
  - Hurry them
  - Confront them



## Conscientious Communicator

- You should
  - Talk facts
  - Be accurate
  - Tell them exactly what you will do and when
- You shouldn't:
  - Be vague, inconsistent or illogical



# Verbal Communication

## How to become a better speaker

1. Listen back to your own voice, are you being clear?
2. Practice speaking into a recorder and playing it back, analyse how you could say the same thing using more precise language – listen to your phrasing – are you including irrelevant waffle?
3. Take appropriate pauses to allow the listener to consume what you are saying
4. Make sure you are not talking too loudly or too quietly
5. Keep it positive with your words and phrasing



# Active Listening

- Active listening is paying attention; passive listening is not!!
- When the quality of listening reduces it is very difficult to listen to what is said and not said, to pick up points for later expansion, to pick up the exact expression in a voice
- Listening to your caller means; you limit your own talking, you don't interrupt, you don't disrupt the flow of your customers dialogue, you think like him/her which helps with empathy and you can take notes more effectively
- Making listening noises is a good listening behaviour, as is summarising for clarity – checking for understanding
- Remember that people love expressing themselves and their opinions and they are flattered when someone pays attention to what they are saying





# Questioning Techniques

- Show interest
- Increase your knowledge
- Build confidence
- Helps build rapport
- Open (for elaboration)
- Probing further
- Closed (to complement summary statement)



# Communication as a power skill

Engages interest and emphasises passion

Involve the listener with body language

Facial expressions

Eye contact

Hand gestures

Tone of voice

Affirmative nods

Echo/mirror and blend

## EI as a communication skill

- The difference that makes the difference
- Awareness
- Advanced common sense
- Smart with emotions
- Being rounded and balance



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**Verbal and non verbal**

**EI as a communication skill**

# Q&A



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