

BASED ON 20 YEARS OF PROFESSIONAL COACHING EXPERIENCE

Confident Communication for Introverts



PRESTON NI
COMMUNICATION COACHING

Also by Preston C. Ni

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“In a gentle way, you can shake the world.”

— Gandhi

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Introduction

“There's zero correlation between being the best talker and having the best ideas.”

— Susan Cain, author of *Quiet*

Are you an introvert who would like to strengthen your communication skills? When Susan Cain interviewed me in preparation for her future best-selling book, she had previously participated in one of my Communication Success workshops designed primarily for introverts. Since then, I've had the privilege of helping thousands of introverts significantly improve their personal and professional communication skills through hundreds of workshops and individual consultations.

This reference guide is a synthesis of the best takeaways from the above sessions, from which you can acquire the tips necessary to improve your communication effectiveness and confidence immediately.

The key to communication success for introverts is not to act like an extrovert, but to leverage the qualities of introversion with empowering communication skills, so you can achieve the best impact with minimum stress. This reference guide will show you how.

Seven Keys to Confident Communication with Work Groups, in Meetings, and in Conference Calls

One of the most frequent challenges I hear from introverts in workgroups, meetings, and conference call situations is that there's often a tendency to keep more quiet than one should. You're observing and evaluating, but little is reflected verbally as evidence to your participation. Often an introvert needs time to think before she or he speaks (as opposed to thinking as one speaks), but by the time the introvert is ready to participate, the topical moment may be over and the group has moved on to a new subject. Overtime, being "verbally invisible" or "verbally left behind" at work may have negative career consequences in terms of perception, recognition, and promotability.

Below are seven keys to confident communication in workgroups, meetings, and conference calls. Not all of the tips below may apply to you or your particular situation. Simply utilize what works and leave the rest.

1. In Workgroup and Meeting Situations, Call People by Name When You First See Them

As mentioned in an earlier section, first impression matters. When you first see your colleagues at the start of a workgroup session or a meeting, say hello to the participants around you by name. Offer a firm, professional handshake as specified on page 7. By establishing a strong first impression at the beginning of a proceeding, you make yourself known and visible to the participants, which takes a bit of pressure off of you having to speak up very actively during the meeting.

2. Easy Ways to Participate in a Workgroup or Meeting

It isn't always necessary to speak up a lot to be an active participant. As we know, introverts often prefer to first observe and think. One of the easiest ways to participate in

There's more to this excerpt!

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