Communicating with Influence and Impact in a High-Stakes Legal Environment

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Confidence
Being heard

Own it!
Rule of 93

- See
- Hear
- Actual words

Total Communication

Body language

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Body language

Rule of 93

- See
- Hear
- Actual words
The conversation IS the relationship
What do you want to accomplish?

Who are you talking to?
What do they need?
Seven steps to tackle challenging conversations

Who do you need to “be”?

- Name the issue
- Provide examples
- Describe your emotions
- Clarify why it’s important
- Take responsibility for your part
- Identify your desire for resolution
- Invite response
- Commit to action

Most potent 1st step

- What will get in the way
- How will you get around it
- When to start
Let the silence do the heavy lifting

Sabotage

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Review

• OWN IT!
• Nonverbal is more powerful than your words
• Conversation IS the relationship
• What do want to accomplish?
• Who are you talking to?
• What do they need/want?
• Who do you need to BE?

The power of practice
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