



# Agenda

- Welcome, Context, and Reflections from Session 5
- Prewrite Report Out
- Communicating with Impact: Concepts and Principles
- Practice #1 (Benchmark Introductions)
- Communicating with Impact: CONTENT and Thinking on your Feet
- Self Promotion Tips and “Talking Contributions”
- Reflection and Call to Action



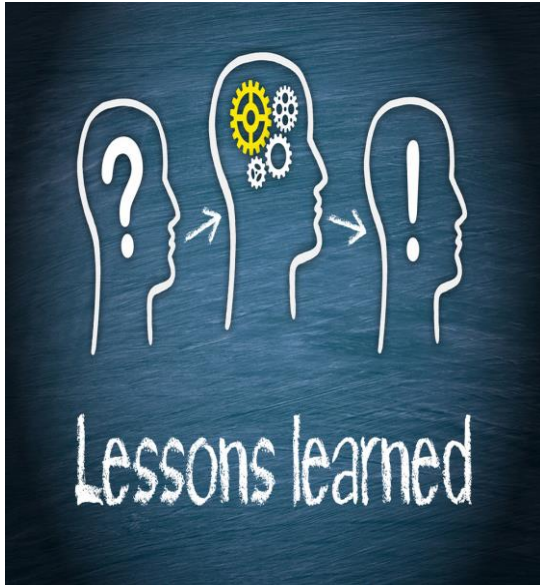
# Your Confidence / Credibility Challenges



1. Being taken seriously/ Getting “heard”
2. Rambling (getting to the point!)
3. Speaking with Conviction
4. Handling being challenged / difficult questions
5. Speaking up in meetings
6. “Imposter syndrome”
7. Speaking too quickly
8. Nervous with senior level people
9. Presenting / Speaking to larger group
10. Getting/feeling defensive
11. Balance between Confident and Arrogant
12. Sounding “tentative”
13. Having to speak when I’m not 100% sure of the subject



# Prework: Insights and Goals



**Best Advice  
From your  
MENTORS**



**FEEDBACK from  
your Peers /  
Mentors**



**Most Important  
Goal for Today**



# Focus for TODAY

- Be compelling and persuasive when you speak anywhere, anytime, with anyone
- Use voice, body language, and energy to increase the impact of your messages
- Articulate your value and contributions in a positive way
- Demonstrate confidence in high stakes situations



## Session 6: Communicating with Impact: Confidence and Credibility

**Build Relationships**

**Key Topics:**

- Provide a model and approach for presenting your messages and yourself with greater clarity, confidence, and conviction
- Demonstrate credibility and confidence in high stake situations
- Articulate your value and contributions in a positive way.

**What is Communicating with Impact?**

The ability to be seen as credible, compelling and persuasive when you speak: anywhere, anytime, with anyone. It is about Credibility, Trust, and how you make others Feel.



**The Key is Balance:**

When you Demonstrate *Competence* And Build *Authentic Connections*, you quickly cue "leadership" and bypass unconscious bias in "

**Your IMPACT is determined by:**

Delivery (How you LOOK and SOUND) & Content (What you SAY)

<p><b>Demonstrate COMPETENCE</b></p> <p><i>How you Look: Like a Leader</i></p> <ul style="list-style-type: none"> <li>Take up Space</li> <li>Still Body</li> <li>Deliberate, Visual Gestures</li> <li>Direct Eye Contact *</li> </ul> <p><i>How you Sound: Credible</i></p> <ul style="list-style-type: none"> <li>"Voice of Authority" – Lower Pitch and Slower Pace</li> <li>Downward Inflections</li> <li>Concise; Short Sentences / Bullet Point Speech</li> <li>Strong Volume</li> <li>PAUSE (vs. filler words)</li> </ul>	<p><b>Build CONNECTION</b></p> <p><i>How You Look: Collegial</i></p> <ul style="list-style-type: none"> <li>Open: relaxed stance</li> <li>Approachable: warmth in expression</li> <li>Smile (any size)</li> </ul> <p><i>How You Sound: Interested</i></p> <ul style="list-style-type: none"> <li>Conversational Style</li> <li>Upbeat Energy *</li> <li>Audience Focused</li> <li>Engaged – Listen and ask questions</li> <li>Use Names and Stories</li> </ul>	<p><b>High Impact CONTENT</b></p> <ul style="list-style-type: none"> <li>Audience Focused: Know what your Leaders Value!</li> <li>Bottom Line First</li> <li>Talk Results not Activities</li> <li>Eliminate "Qualifiers," Apologies, and Filler Words</li> <li>Make it Personal (stories, analogies vs. jargon)</li> <li>Provide Input (EVERY Meeting)</li> <li>ASK Directly</li> </ul> <p style="text-align: right; color: #ffcc00;">*Cultural overlay</p>
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Created for UNDP/RBAS MENTORING PROGRAMME



# What IS High Impact Communication



- *The ability to be seen and heard as credible, compelling and persuasive*
- *It is about CREDIBILITY AND TRUST and how you make others FEEL*

# The reality is NO ONE is confident 100% of the time.

*It is when you are feeling the least confident and secure - that confidence is most important.*



# Being “Competent” isn’t Enough



*Confidence +  
Competence +  
Connection +  
Visibility*

=

**Positive Influence +  
High Impact**



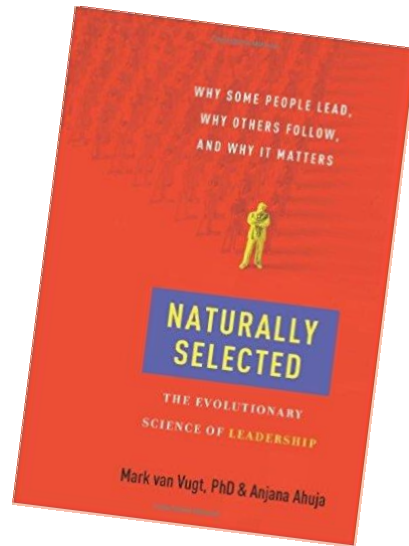
# Confidence is Determined By

- *How you Look*
- *How you Sound*
- *What you Say*



# Evolutionary Leadership Theory

*The brain recognizes Leadership*



... to survive, our brains **instinctively** seek out people who look like they're competent and are concerned about our welfare.



# Balance: Key to Presence & Credibility



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***Competence and  
Strength drive  
Respect***

***Connection and  
Warmth create  
Trust***

*The more presence you have, the more  
credible you and your message will be*



# The first 30 seconds...happens everywhere!

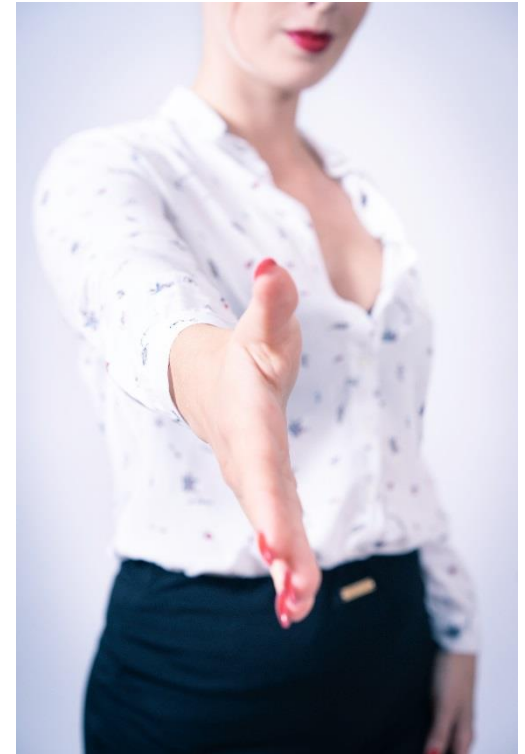
Meeting	Handshakes	Hallway	Interview	Conference call	Email	Presentation
						



# Benchmark Practice:

## 60 Seconds

- *Introduce yourself (position, location, name)*
- *A key accomplishment of which you are proud*
- *One area you want to improve when communicating with colleagues / leaders*



# Competence Behaviors

## Credible and Capable



*Powerful people take up time, and take up space.*

### *How you Look: Like a Leader*

- Take up Space
- Still Body
- Deliberate, Visual Gestures
- Direct Eye Contact

### *How you Sound (Tone)*

- “Voice of Authority” - Lower Pitch and Slower Pace
- Downward Inflections
- Concise: Short Sentences / Bullet Point Speech
- Strong Volume
- PAUSE (vs. fillers!)

# Connection Behaviors

## Warm and Engaging



### *How You Look: Collegial*

- Open: relaxed stance
- Approachable: warmth in expression
- Smile (any size)

### *How You Sound (Tone)*

- Conversational Style
- Upbeat Energy
- Audience Focused
- Engaged - Listen and ask questions
- Use Names and Stories

*It's about building relationships and authentic connections.*



# Practice #1



## BREAKOUT ROOMS!

- 4 MINUTES per person (Introduction, Team Feedback, Redo your Intro)
- **Record your OWN Practice**
- Coaches will work with each room

## Feedback and Actions

- Perceptions: Competence or Connection?
- Three strengths (that add to your credibility and presence)
- 1-2 most important behaviors to work on to increase your impact.





# High Impact CONTENT: Honing your Message



*It's not about what you  
want to tell them...  
it's about what they  
want to know.*

- **Audience-Centered:** *Know what your leaders / stakeholders value*
- *Bottom Line First*
- *Talk IMPACT / Results not Activities*
- Eliminate “Qualifiers,” Apologies, and Filler Words
- *Less JARGON, More Stories & Anecdotes*
- *Provide Input (EVERY Meeting)*
- *ASK Directly*



# Credibility Killers

- Qualifiers
- Apologies
- Filler Words
- TMI (Too Much Information)
- NOT Speaking Up



# Thinking on “Your Feet”

## Frame your Message

- Confirm or rephrase
- Offer 2 brief points and a Bottom Line

*“There are a couple of key points / issues....”* **OR**

*“What I do know (or can tell you) about x is....”*

*“**BOTTOM LINE...**”*



*Get the “rhythm” of sounding and looking competent, credible, and engaging*



# Thinking on your Feet

## PRACTICE

Why are Ballerinas good negotiators?



Why should all UNDP associates take Cooking Lessons?

Why are you recommending a Lizard for the new UNDP corporate logo?



# Positive Self Promotion



*Know your Value  
AND what your  
Leaders Value*

You need to be ready to talk about your Contributions

- Talk in “Headlines” / Bullet Points
- Communicate things of Actual Value
  - *Tie to strategic initiative / impact (why something matters)*
  - *Talk RESULTS not activities*
  - *Share knowledge about what you learned*



# Practice:

*You are attending an organizational meeting. Your Manager introduces you to the new DRR. The DRR asks what you do for the organization.*

- **What do you say?**
- **What ONE key Result or Key accomplishment do you want to make sure you share (not your tasks)?**
- **Be ready to share with the group**



# Final Practice (with your Peer Team)

- Talking Contributions with a new DRR

OR

- How is the Mentoring Programme going?



## A few final thoughts...

- Be Courageous
- Act your way into Confidence!
- Remember: this is about being the best YOU, not changing your personality
- Seek out and find role models and supporters who help encourage you
- Know what it takes to be seen and heard in *your* organization / area
- Expand your Comfort Zone: practice skills everywhere - with everyone



*“Whether you think you can or think you can't - you are right.”*

Henry Ford





# Call to Action:



- Practice with your Peer team: “talking contributions”
- Implement 2 strategies to demonstrate increased confidence and credibility within UNDP
- Meet with your Mentor and Peer Team.
  - Share commitments and strategies from this session
  - Continue to work on IDPs and Career Goals
- NEXT SESSION: **Fostering Collaborative Relationships Building Effective Teams, July 21**

