

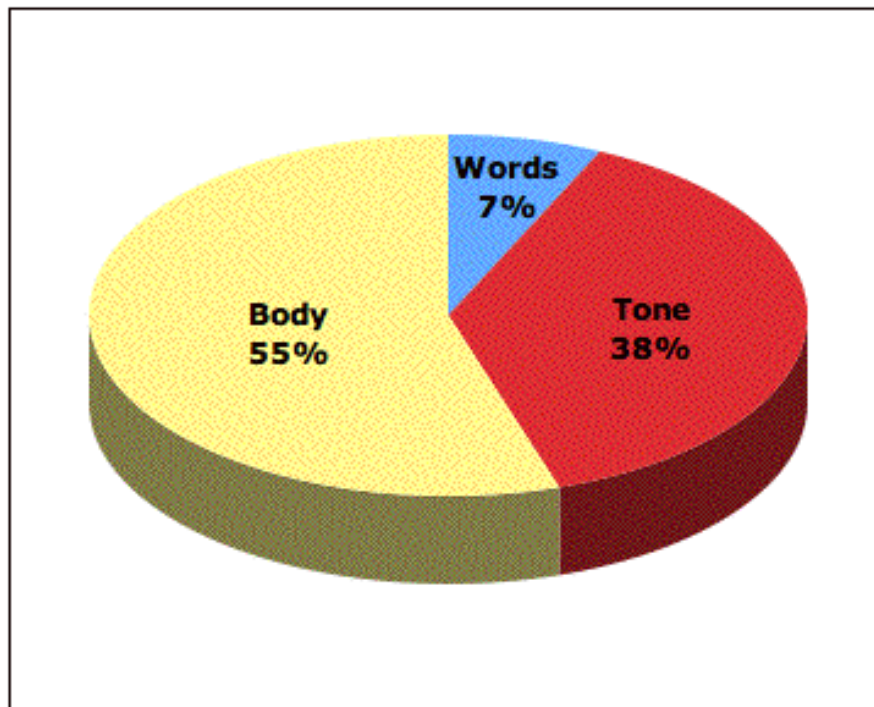


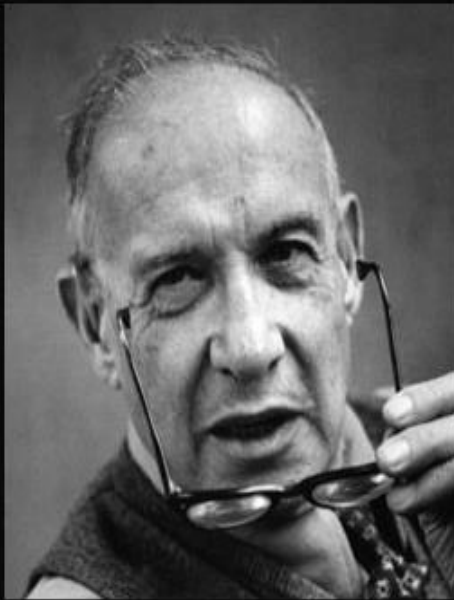
ABC OF BUSINESS COMMUNICATION

Ljubljana, 8.4.2015




Kaj je komunikacija?






The most important thing in communication is
hearing what isn't said.

(Peter Drucker)



A = ?

A GOOD FIRST IMPRESSION




You never get a second chance
to make a first impression.

Andrew Grant



Kako narediti dober prvi vtis?

VIDEO



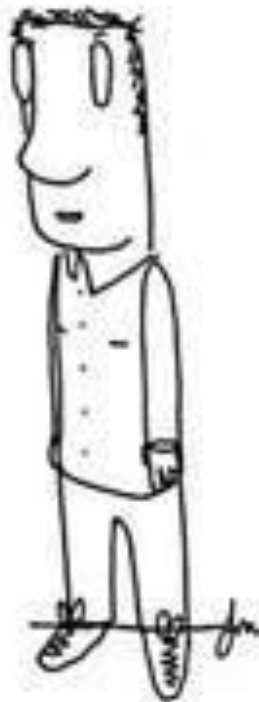
B = ?

BUILD A CONNECTION



DO YOU LIKE
SMALL TALK?

NO, I CAN'T
STAND IT.
WHAT ABOUT
YOU?




IZZIV





O&OQ METHOD:

1. **Listen** to your conversational partner
2. Make an **observation** about one thing they said
3. Then, ask an **open** follow up **question**



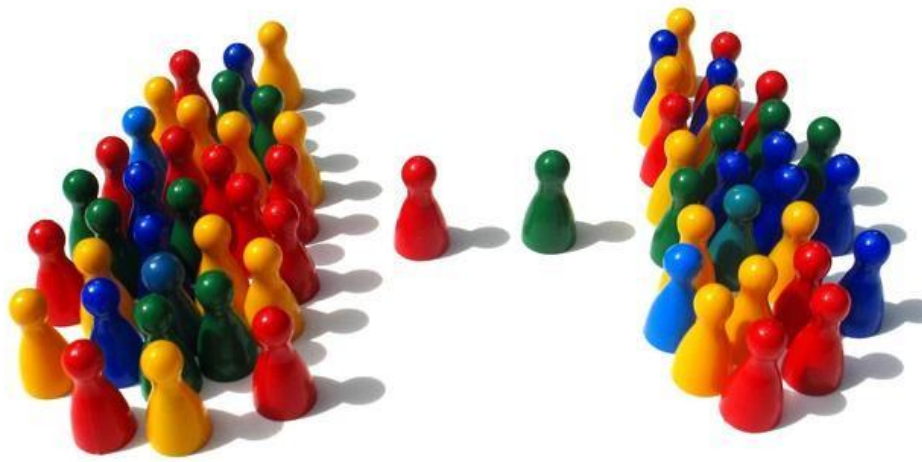
C = ?

CREATE GOALS & NEGOTIATE



Stages of negotiation:

- 1. Preparation**
- 2. Discussion**
- 3. Clarification of goals**
- 4. Negotiate towards a Win-Win outcome**
- 5. Agreement**
- 6. Implementation of a course of action**





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