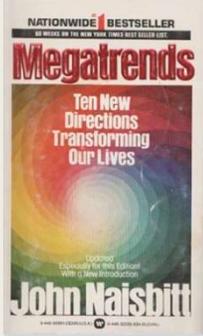


YES, AND!
 Theatrical Improvisation to Improve
 Professional Communication Skills

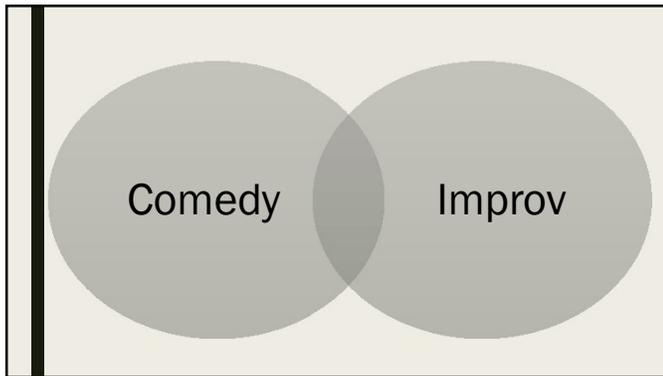


Sonja Stetzler, MA, RDN, CPC

“The more high technology around us, the more the need for human touch...High Tech/High Touch.” – John Naisbitt





Statistically Significant Results for Positive Change

- ❖ I am comfortable making mistakes.
- ❖ I feel comfortable answering question for which I am not prepared.
- ❖ I respond quickly and decisively to challenging situations.
- ❖ I view problems as opportunities.
- ❖ I am comfortable speaking/presenting to a large group.
- ❖ I am comfortable solving problems in new ways.
- ❖ It is easy for me to trust team members.



Listening
Observing
Accepting

Improv Rules

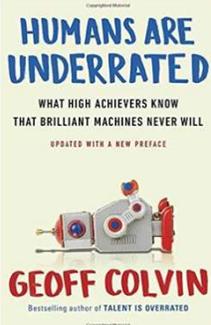
- 1 - Yes, And...
- 2 - Make Clear Choices/Be Obvious
- 3 - Have Everything, Know Everything/Contribute
- 4 - Don't Try to Be Funny!



Emotions		
Joy	Sadness	Disappointed
Anger	Frightened	Dissatisfied
Apprehensive	Agreeable	Distracted
Afraid	Annoyed	Embarrassed
Anxious	Astonished	Eager
Bored	Delighted	Flustered
Depressed	Confused	Gloomy
Grumpy	Insecure	Insulted
Needy	Optimistic	Passive
Surprised	Uncomfortable	Worried



Listening
 Observing
 Accepting



HUMANS ARE UNDERRATED
WHAT HIGH ACHIEVERS KNOW THAT BRILLIANT MACHINES NEVER WILL
UPDATED WITH A NEW PREFACE
GEOFF COLVIN
Bestselling author of **TALENT IS OVERRATED**

“The new high-value skills are...sensing the thoughts and feelings of others, working productively in groups, building relationships, solving problems together, expressing ourselves with greater power than logic can ever achieve.”



“..the most exciting breakthroughs...will not occur because of technology, but because of an expanding concept of what it means to be human.” - Naisbitt

Lev Vygotsky



“We create growth, change and personal evolution by engaging in activities with those around us...”



“...during play...we can learn lessons and skills without being directly at risk.” - Dr. Stuart Brown

Building Your Communication Muscles






1. Listen for understanding, not to respond. Be present and have no agenda.
2. Be observant. How many details can you pick up on that you otherwise would have missed? The more you practice this, the more skilled you become.
3. Yes, and the conversation.

gettalk.at/yes-and

Keyword = yes-and

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