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# Masterful Communication

Gill Hicks





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## Session overview:

- First steps
- Interference
- Non verbal communication
- Face to face meetings
- Emails

# First Steps

It's hard to run until you learn to walk



It's harder to get heard until you learn to really hear



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# Questions

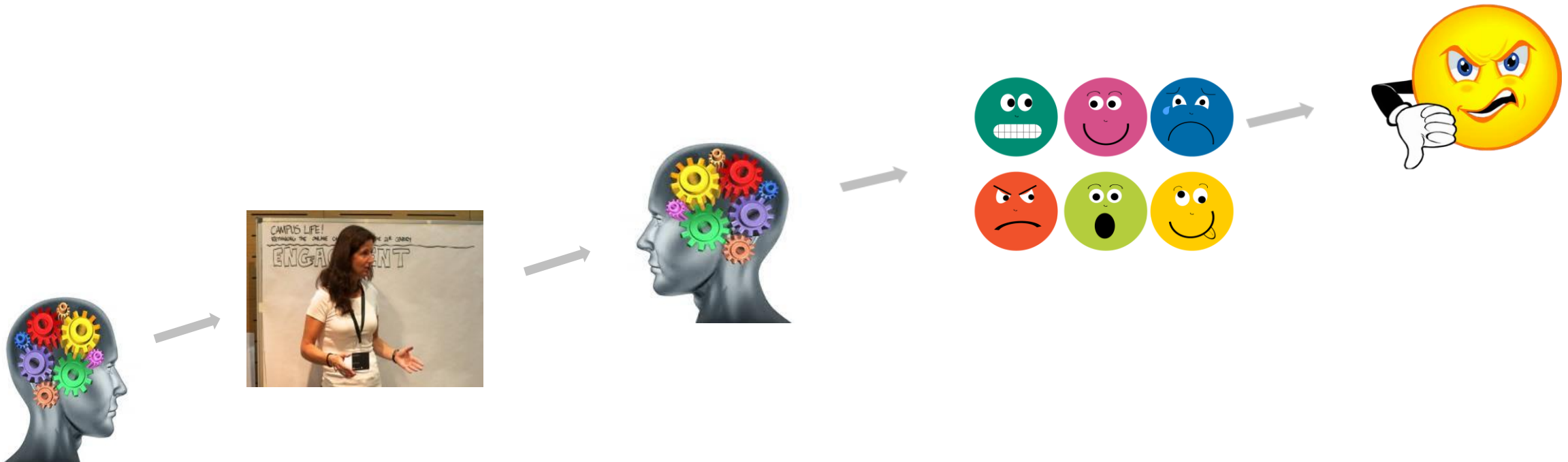
1 = Never,      5 = always

1. Do you wait impatiently for a pause so you can talk?
2. Do emotions or thoughts get in the way of you listening?
3. Do your thoughts wander when someone is talking?
4. Do you stop listening when the speaker or topic is boring?
5. What is your score? 4 – 20
6. AND, Do you check the communication has been achieved?

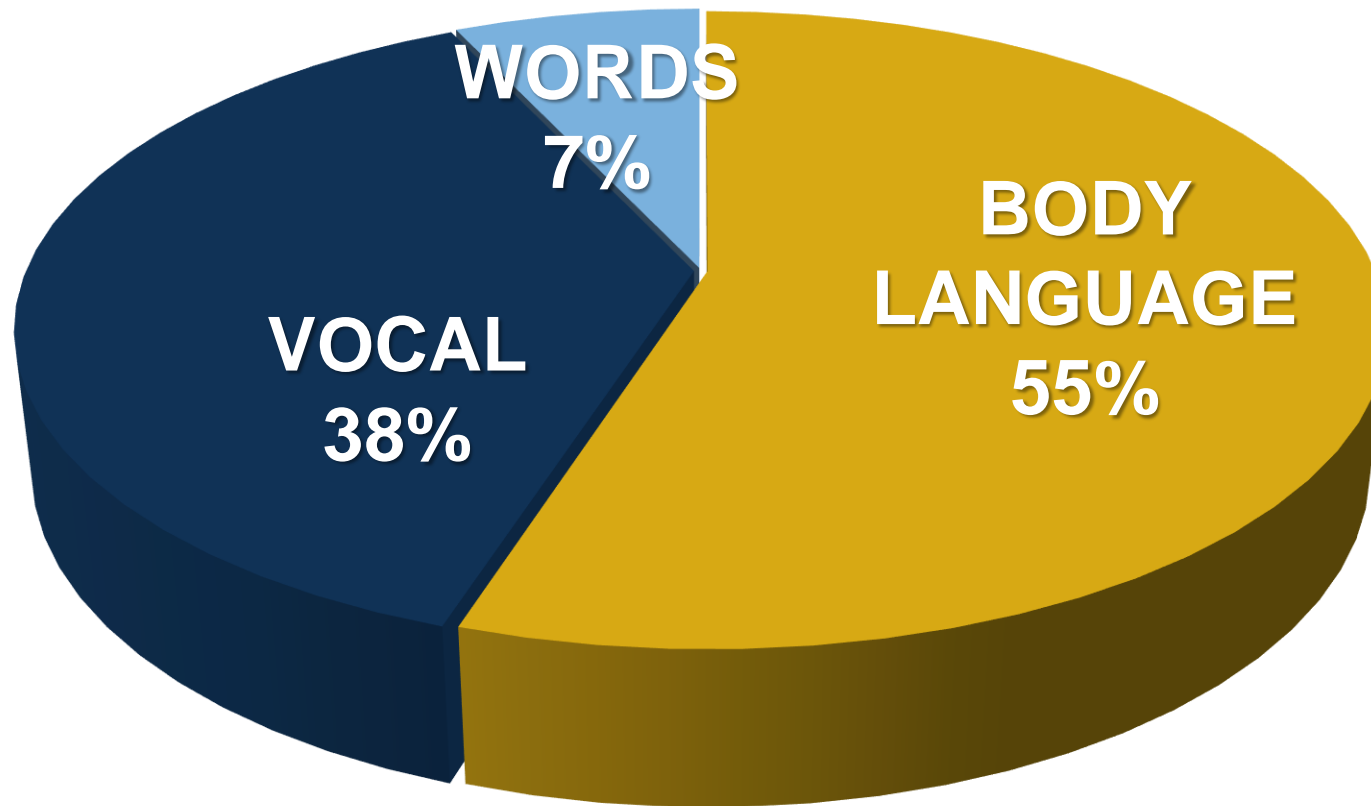




# Filters distort and change



# Impact Beyond Words



- Body Language
- Vocal
- Words



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# 1 – 1 Meeting

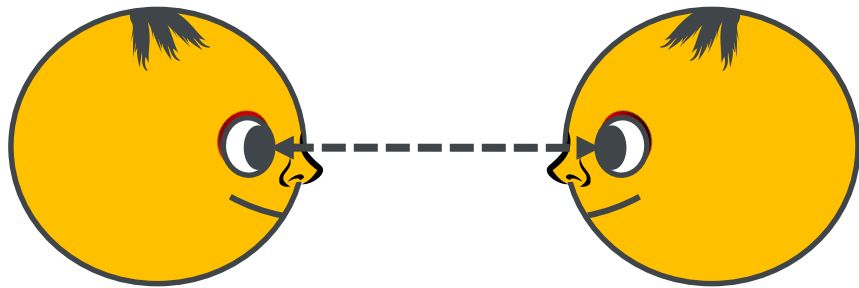
- Seek to understand before being understood
- Mirror speed of voice
- Begin with *approximate* mirror of body language



# Imparting Good News, and Bad News

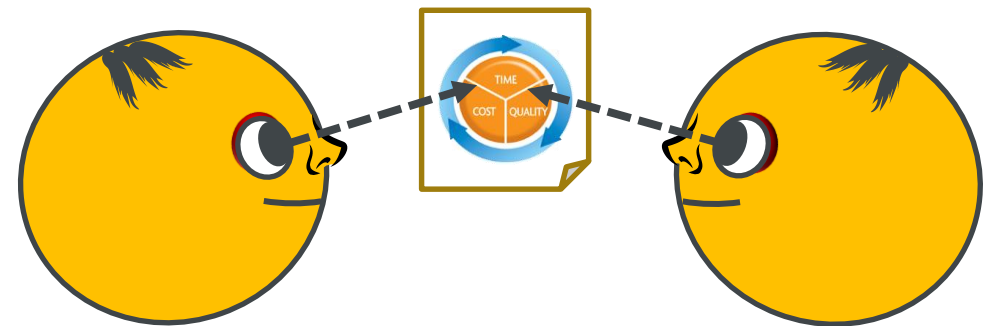
## **2-POINT**

LOOKING AT OTHER  
PERSON; EYE CONTACT



## **3-POINT**

LOOKING AT SOMETHING CLOSE BY;  
SUCH AS A PAPER



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# Voice is a 'musical instrument' – Master it

- Speak to the room
- Practice with a voice recorder
- Listen. Keep stretching



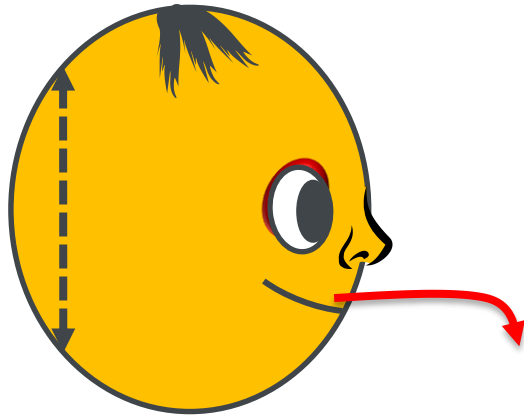
# VOICE

- Your most important tool is:

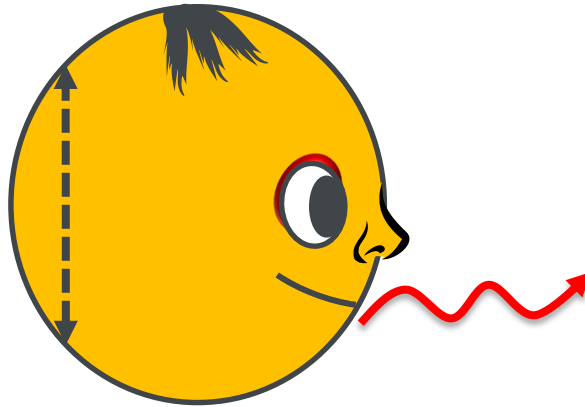


# It's not just what you say, but the way you say it

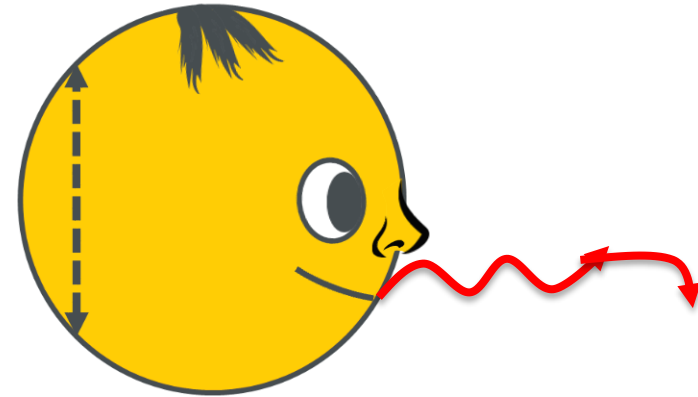
**CREDIBLE**



**APPROACHABLE**



**CHARISMATIC**



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# Beware Technical Content

- “Further to the announcement on 28 May 2011, I should like to announce that we have reached agreement in principle, subject to certain conditions, on the terms of our financial restructuring with the ad hoc committee of our bondholders, pursuant to which the holders of all outstanding notes and debentures would receive in aggregate 98.5% of the issued share capital of the restructured company following the restructuring and the holders of our existing share capital would receive the remaining 1.5% of the issued share capital ...”



# In A Group Meeting

- Statistically, the last to speak often holds the power
- DO 'speak to the room'
- DO sit tall and slightly forward
- DON'T labour a point



# Emails – Beware!

- “I can’t do that here”
- Keep short and to the point
- Keep emotions and criticism OUT
- Ideally face to face, or pick up the phone



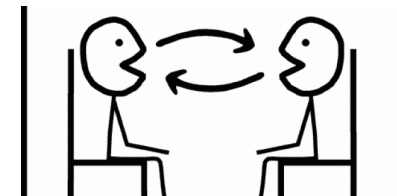
Compose Mail

Inbox (too many)

Starred ★

Chats 💬

Sent Mail



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# Any questions?



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