

The Language of **POSITIVE COMMUNICATION**

Session Objectives

- Discuss the importance of first impressions
- Look at ways we can project a positive attitude
- Discuss three forms of positive communication
- Emphasize the practice and impact of courtesy

Video Presentation

The Language of Positive Communication

Question For Consideration

**How quickly do you
form a first impression
of someone's attitude
toward you?**

Three Forms Of Positive Communication

- Spoken Words 7%
- Tone of Voice 38%
- Body Language 55%

COURTESY

Webster definition:

1. Courteous behavior; gracious politeness.
2. A polite helpful or considerate act or remark.
3. An act or usage intended to honor or compliment.

Quality Service Means...

**Showing courtesy to others
by communicating
in a positive manner.**

Remember...

In order for us to be a successful organization in service to our external customers, we must first serve each other.



Next Topic...

Effective Questioning and Listening

“Are you sure you heard what I said
you asked when you asked what I meant
when I answered your question?”