

TLP Five-Minute Read Over Coffee – All about flow

Think about it deeply and then let it flow.

➡ I am preparing a workshop for one of my favourite clients looking to improve how they communicate to customers and contacts on the telephone.

➡ I was just writing a 'very cool' (in my opinion 😊) section on the differences between 'would' 'could' and 'can' and their impact on formality when making requests.

➡ I love preparing communication skills workshops, but I did stop myself at that point - with the question 'Am I getting too geeky here?' 'Is this too much detail for my participants to absorb?'

💡 I believe how you transmit a message really matters. Your choice of words really can alter the image you convey of yourself or your company. In the one-day workshop I am preparing I will be asking participants to 'go deep' and 'geek out' on these small differences. To really think about how to use pieces of language to alter the tone and impact of what they say.

💡 Crucially though once we have really reflected on the language, on the differences between 'would,' 'could', 'can', in my example above, I will ask my participants not to hold that language too tightly. To try and avoid feeling too tense or rigid about how to use that language correctly.

💡 Sometimes when you learn something new, or something that challenges what you have been doing - it can block your fluency. You start to question yourself and stop speaking/or take a long pause, while asking yourself, is this right!? This often makes me think of a robot, with a flashing red light - suffering from some sort of information overload!

💡 What I would say here is 'let the knowledge come to you!' Let it flow and see what happens. In the moment when you are communicating - remember the most important thing is to get your message across with positive intention.

It is not about perfection.

💡 If you realize in retrospect, you could have used this or that expression, be gentle on yourself and know that the very act of remembering is part of the learning process.

💡 And that is what I mean by my title 'think about it deeply and then let it flow'. I think words really do have power, but almost counter intuitively, the more you let your language just flow - the more powerfully you can harness those words.
