



Podcast 12

How to express ideas/information more clearly?, part 2

How can we overcome this discomfort?

One of the most immediate techniques is to **take a deep breath before speaking**. Take 2-3 seconds of orientation in the room, looking at the space and into the eyes of almost everybody. This usually has a calming effect and can lower potential stress responses.

In order to be able to support others, we have to feel comfortable too. One of the most widely used techniques is to search in our body a point where we feel calm and soft: focusing our attention on different body parts. It can be our belly, the palm of our hands, the soles of our feet.

After this we try to synchronize the movement of the belly with the breath and as a result the timbre and musicality of the voice changes automatically.

So, what we can do to **express ideas/information more clearly** is:

- enter the room and look around
- look in the eyes of the participants
- make a complete breathing inhaling and exhaling
- find a good posture: standing with legs slightly apart; or sitting, with shoulders relaxed and back straight
- smile at the people and feel the warm sensation in your belly, in your palms or whatever in the body
- say hello to everyone in the room

Adding frequent moments of connection with the group by offering eye contact and starting with a story or a practical example are essential tools for our trainees.

We can also suggest you to

- talk about your first experience with the exercise you are talking to
- make the story simple and fun and look at the people in the eyes
- explain why is important for them to try and learn the new exercise; in this case we can talk about the physical and mental benefits of the activity
- explain in very simple words the bullet points of the exercise and eventually the variations for the rookies

Once the theory has been explained we can involve the group asking someone to do a visual or practical demonstration with our help. If we are not demonstrating something practical, but we are involved in a theoretical explanation, this is the point where we can make a question and let people answer freely, like in a brainstorming.





We always put people at their ease. We avoid criticism but use mistakes to reinforce important points. Use words such as: please bear in mind that... listen, this is so important... to create a sort of imprint in the memory allowing the message to arrive clearly and effectively.

Returning to our example:

- while one of our students is doing the exercise, sustain with a gentle touch his body, without any discomfort. Please do the practical demonstrations with people that are at their ease with us;
- explain again the bullet points of the exercise, emphasising the difficult passages with appropriate words
- look at the reactions of the people, feel again your body and breathing

If we are feeling a little discomfort this is the point to massage the sides of the neck and of the jaw.

Again:

- ask your students if they have understood the exercise and let them to make questions
- remember that these people are there to learn and if it is necessary slowly repeat
- conclude by loosening your body: changing position, taking a deep inhalation and exhalation, standing up if you were seated or inviting people to take their positions in the room if they were around
- call to action: let's go ladies and gentlemen!

Let's summarise:

- your verbal communication must be short, effective and simple: it is very useful for clarity and your security of exposition to be clear about what you want to explain
- your physical and postural communication must be relaxed but stable
- you have to breath properly, with your belly
- you have to focus on your body a point where you feel safe and warm: it is your port in case of storms; feeling that point and breathing you relax our inner triggers of stress
- try to involve people inviting them to look in your eyes; remember that some people are feeling uncomfortable with eye contact
- use a story, a practical example, something that people can visualize in their mind. If possible, explain as a narration. People like stories!
- explain very well the bullet points, not more than 3 or 4
- use questions or adjectives to emphasize the main important passages
- call to action or make a final promise. A call to action invites the people to act or react or to give you something: it must be very short, simple and clear like let's go ladies and





gentlemen! or give your contribution. A final promise is something that engages you and the group: we will do it! or: we will succeed! or: you will reach your goals, I promise! Make it simple, but overall possible.

And, at least, remember to breathe.

