

Communicate With IMPACT!

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Why focus on the impact
of our communications?

You tell me!

I.M.P.A.C.T.



I.M.P.A.C.T.

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Intention



Know your intentions

- What am I hoping to accomplish?
- What's the goal of this conversation?
- What's my ideal outcome?

I.M.P.A.C.T.

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Mindset



Mindsets

FIXED

- This is too hard, I'm giving up
- I won't improve no matter how hard I try
- She's just good at that because she was a social worker

GROWTH

- I can always improve, so I'll keep trying
- Mistakes help me learn
- This may take some time and effort
- I will learn how to do this
- I am excited to learn something new

Expect the Best!



I.M.P.A.C.T.

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Plan & Prepare

Checklist

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trocken abwischen von Wänden
kann tagsüber offen liegen, gelblich
dry wipe from whiteboards • store in
dry, cool place, away from direct sunlight

100% white

• nachfüllbar



Elements of Planning & Preparation

- Know your audience
- When will I have the conversation?
- Where will I have the conversation?
- Do I need to have anything prepared?
- Do a run through

I.M.P.A.C.T.

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Act



WORLD'S
BEST
BOSS

Choose Your Power Pose

HIGH POWER POSE



STANDING, WIDE STANCE



ARMS RAISED IN A "V"
ABOVE THE HEAD



HANDS ON HIPS



ARMS CROSSED
BEHIND THE HEAD,
SITTING OR STANDING

Elevate the Conversation

- Open with transparency - Why we are here
- Relationship - Establish rapport and listen
- Understanding - Listen to understand their perspective
- Identify what success looks like for both people
- Be candid and caring

I.M.P.A.C.T.

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Close



Observe

- What is their body language saying?
- Acknowledge any emotions that may have come up
- Treat them with dignity
- Be respectful

I.M.P.A.C.T.

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Touchback



Create the Moment

- Check in after the conversation
- 1:1 conversation
- Informal
- Set up regular conversations

Let's Practice

- Pick a person (or two) next to you
- Give them context for the conversation
- Have the conversation
- 5 minutes per partner

Intention

Mindset

Plan & Prepare

Act

Close

Touchback

Next Steps

- What action can you take in the next 48 hours?
- Who will you share this information with?

