#### Communication. It's a skill.

You already know how to communicate.

Most of us do it, in one way or another, every single day.

But what makes someone a great communicator?

Is it natural talent or a skill that can be learned?

Or something in between?

This talk explores communication techniques, strategies and skills. Some that are simple, and some that need practice. Wherever you are on the communicator skill spectrum, you should find something new to put in your comms toolbelt. Come along and be prepared to talk to other members of the audience, share your own ideas and strategies for getting your point across, and for listening and understanding your colleagues, friends, and family.















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- Project leadCatalyst IT
- Board member
   Drupal Association

## Stagecraft

# To Know Thyself

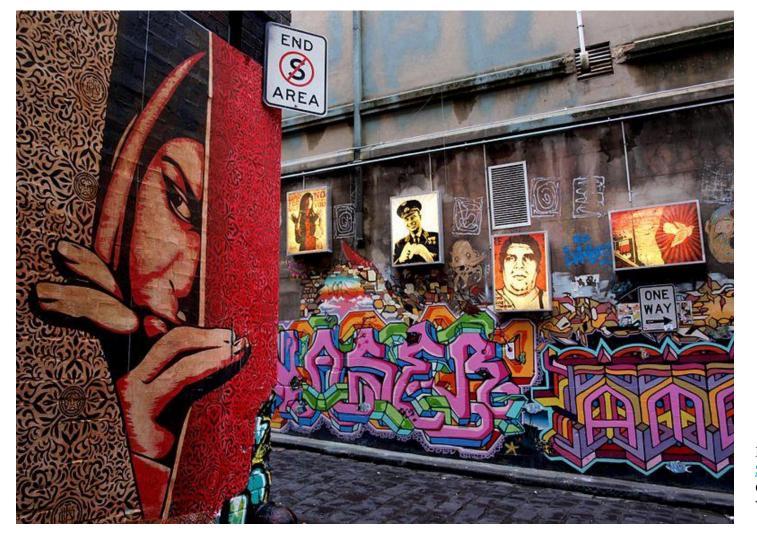


By Marko Ercegović, **EXIT Festival Audience** CC BY-SA 3.0 Wikimedia Commons



By Petar Milošević (Own work)
Fountain pen writing (literacy)
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## Listening



By TigTab <u>Shepard Fairey in Hosier</u> CC BY-SA 2.0 Wikimedia Commons







"As many as five generations with diverse communication appetites make up today's workforce."

C.M.Bell Communications

cmbell.com/blog/2017/4/26/internal-communication-infographic

## The What

### The How

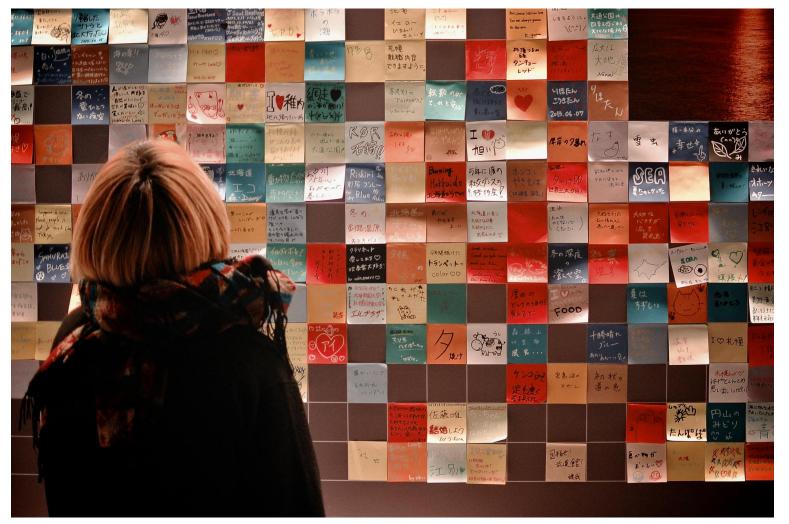
## The Why



By Tony Webster

BNSF Communications Tower
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# How do we communicate?



By MIKI Yoshihito Message Board CC BY 2.0 Flickr listen, hear, understand, grasp, comprehend, observation, read, question, speak, gesture, facial expressions, tone of voice, clarity, concise, friendliness, confidence, honesty, respect, empathy, open minds, enthusiasm, precision, acknowledgement, reaction, response, appropriate language, feedback, constructive critique.

# The medium is the message.

Marshall McLuhan

Speeches, presentations, emails, chat, text, phone calls, video, audio, books, newsletters, conversations, dialogues, monologues, performances, blogs, websites, social media, signs, banners, billboards, notice boards, white boards, art, design, graffiti, stories, film, tv, radio, podcasts.

## What makes someone a great communicator?



## What makes someone a great communicator?







"If you want to make a difference instead of make a point, make sure you have a call to action."

Decker Communications

decker.com/blog/top-10-communication-moments-of-2016/

# What? Listening How? Daily practice Why? Have more impact

## Questions?

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#### JOIN US FOR CONTRIBUTION SPRINT

Friday, 29 September, 2017

Mentored Core Sprint

9:00-18:00 Room: Stolz 2 First time
Sprinter Workshop

9:00-12:00 Room: Lehar 1 - Lehar 2 General Sprint

9:00-18:00 Room: Mall



#drupalsprints



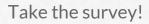




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https://www.surveymonkey.com/r/drupalconvienna



