



## MindTeam Solutions

*Proven Techniques You Can Use to Communicate,  
Cope, and Lead in Uncertain Times*

**The Most Important Tool...You!**

If you are perceived as a strong and positive communicator, others tend to look to you as a leader—whether you have a title that designates you as such or not.

- 100% of a message is communicated in small part, through the words you choose to use, through your tone of voice, and most of all, through your body language, movements and eyes.
- Convey a consistent message mindful of the [entire “communications pie”](#). If you seek to reassure, use reassuring words, sound comforting, calm, and caring, and project your body language as reassuring.
- Listen to—and observe—how people in the public eye convey information, especially when the message is unpleasant, cautionary, or encouraging. News reporters, interviewers, and political figures are examples of communicators skilled at moving people by how and what they communicate.
- Let your values be your guide. Values are standards used to make life’s decisions to determine what is right and wrong, good and bad, and acceptable and unacceptable. Values are internal, within you alone. They influence your behavior. When you need to rely on your gut feelings to communicate a message let your values serve as your guide.
- Seek venues for being in front and communicating with people. The more exposure you create the more you are perceived as a “go to” resource.
- Lighten up. Most situations have a potentially humorous side...if you look for it. Take uncertain situations seriously but not yourself too seriously.



**MindTeam Solutions, Inc.**

*Great things happen when groups get together!*

[www.MindTeamSolutions.com](http://www.MindTeamSolutions.com)

Tips from “Stuff for Busy People” pocket  
reference book series