

Cultivating Happy Hiring Managers
presented by Pamela Jett




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Great Connections!

People Like to Work With People They...

Know




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Great Connections!

People Like to Work With People They...

Know
Like



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Great Connections!

People Like to Work With People They...

Know
Like
Trust



Why Focus on Communication?



Build Instant Rapport



Build Instant Rapport

Energy



Words Matter
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Build Instant Rapport

Energy

Eye Contact



Words Matter
www.JetCT.com

Build Instant Rapport

Energy

Eye Contact

Smile



Words Matter
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Build Instant Rapport

Energy
Eye Contact
Smile
Confidence



Words Matter
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Build Instant Rapport

The Secret to Creating Connection...
Even With Gatekeepers



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That's
interesting.
Tell me more.

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What didn't I ask
you that I ought to
have asked?



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Create Connection and
Understanding



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Create Connection and
Understanding





If I
understand
correctly, you
are saying...



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Think of Two People...

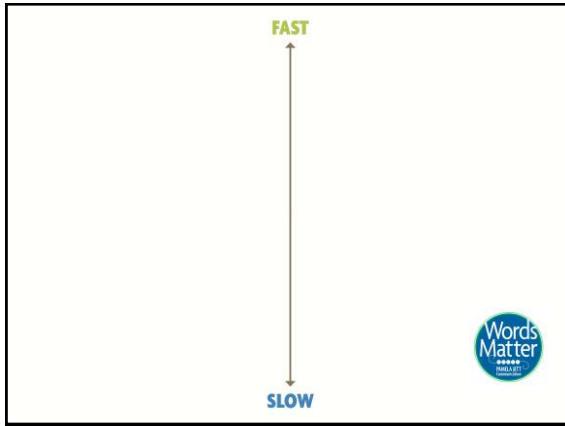


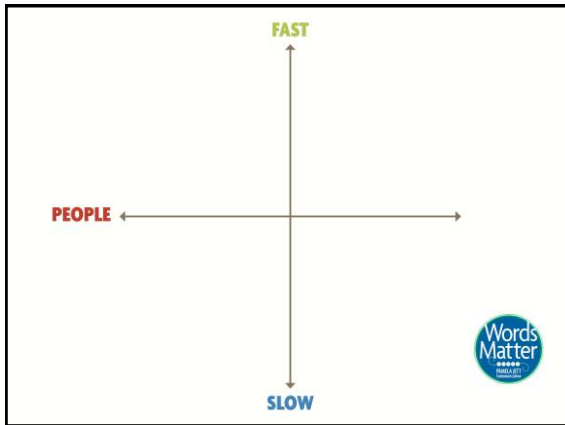
Style-Flex and Create Connection

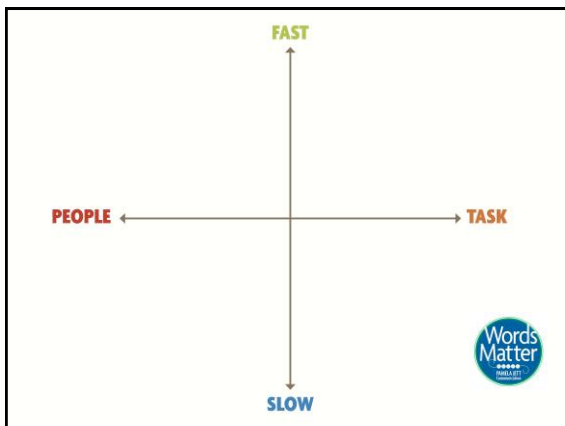


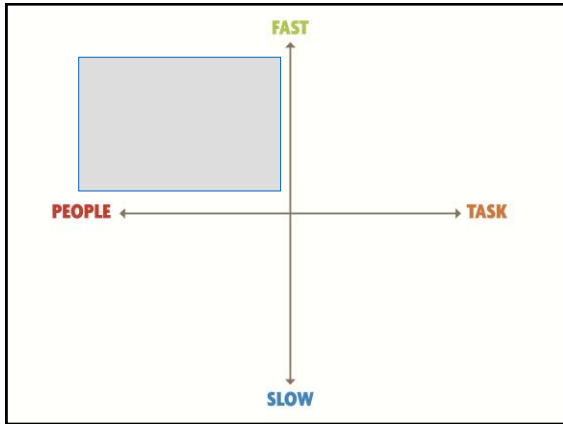
FAST











Fast People

Pamela Jett, CSP JettCT.com

When Communicating with Them:

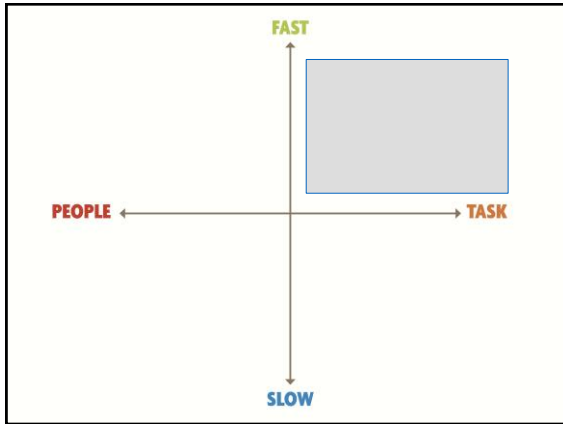
- Have some energy and enthusiasm. Stay positive.
- Get to your point quickly.
- Don't get bogged down in too many details.
- Honor their "bias for action."
- Don't isolate them.
- Provide lots of feedback and time to connect.

Fast People

Pamela Jett, CSP JettCT.com

If This is You...

- Remember, not everyone is as fast as you are.
- Some people need more detail. Especially if you are asking them to make a decision.
- Your energy can sometimes overwhelm others.
- Watch the tendency to over-commit.
- Stay on task for max. business impact.



Fast Task

Pamela Jett, CSP JettCT.com

When Communicating with Them:

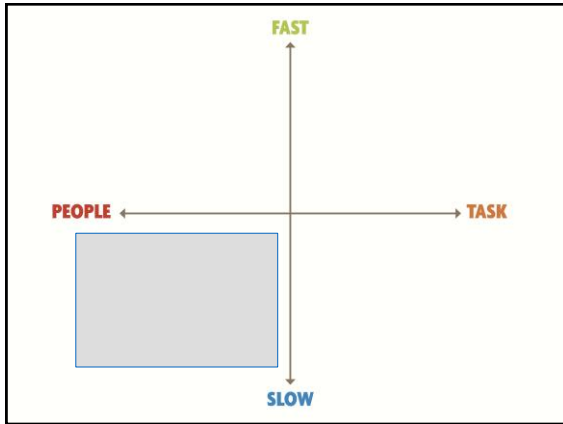
- Get to the point quickly.
- Use facts/data, but not too many. Keep a high-level strategic focus.
- Avoid "silliness" in professional settings.
- Give them a leadership role if you want to enhance their buy-in.
- Avoid patronizing, condescending, or manipulative communication.

Fast Task

Pamela Jett, CSP JettCT.com

If This is You...

- Remember, not everyone is a fast or as decisive as you are.
- You sometimes come across stronger or more direct than you intend.
- A few "warm fuzzies" can go a long way.
- Sometimes more data is needed and the quickest decision isn't always best.
- Your intensity can be exhausting.



Slow People

Pamela Jett, CSP JettCT.com

When Communicating with Them:

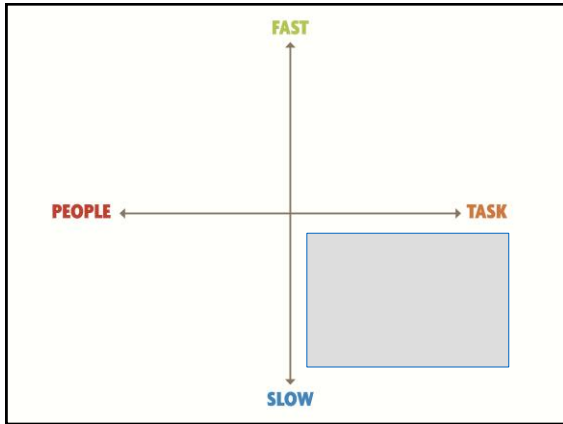
- Ask for their thoughts, opinions, ideas. Don't expect them to offer them.
- Give them time to process and talk about it.
- Answer "what about the people?"
- Don't rush, demand, or "boss" them.
- Give them good directions be clear on your expectations.

Slow People

Pamela Jett, CSP JettCT.com

If This is You...

- Q-TIP!
- Practice being assertive and decisive.
- Remember, some people will confuse your "nice" with weakness.
- Saying "no" and setting boundaries doesn't make you less of a team player.
- Lead with facts, not feelings, for bigger impact.



Slow Task

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When Communicating with Them:

- Be organized, logical, and armed with data.
- Don't skip steps, guess, or use weak language.
- Give them time to process and to work alone.
- Don't use "forced fun" or silliness to connect with them.
- Stay on task and go at a moderate pace.


Slow Task

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If This is You...


- Remember, sometimes less is more.
- Being "right" or exact isn't always necessary to make a good decision.
- Your need for order can sometimes come across as "close-minded" or inflexible.
- Being a team player requires interaction with others.
- There can be more than one right way.

Do unto others as they
need done unto them.



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“No” Means
“Next”



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Boost Your Credibility and Inspire Trust



Boost Your Credibility and Inspire Trust



- “I think...”
- “To be honest with you...”
- Sorry, but...”
- “Should”
- “You have to...”



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Boost Your Credibility and Inspire Trust



- “You need to...”
- “I want you to...”
- Ending statements with questions
- Disclaimers
- Minimizers



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Stop Just “Checking In”




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Stop Just "Checking In"



- Have a "target 25"

Words Matter
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Stop Just "Checking In"



- Have a "target 25"
- "Add value" regularly

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Stop Just "Checking In"



- Have a "target 25"
- "Add value" regularly
- Know their pain

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Stop Just "Checking In"



- Have a "target 25"
- "Add value" regularly
- Know their pain
- Be a "pain reliever"

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How will this work for me?


Words Matter
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