

## **Executive Communication Skills** in a Virtual World

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**Presenting in Virtual Settings** 

## **Strong Intentions**

Excite Persuade
Motivate Reassure
Empower Challenge

## **Weak Intentions**

Update Educate Review Notify Inform Apprise

## **Pinnacle Method Glossary**

**Acting As If** - A technique used in acting, or life that takes advantage of natural mental and emotional responses to posture and behaviour to impose a feeling of confidence, or security

**Belly Button Rule** - A term coined by author Janine Driver stating the direction a person's belly button faces can reflect their attitude and reveal their emotional state

**Benefit** - Something advantageous, or positive that an audience will achieve or receive as a result of hearing your message

**Body Language** - Nonverbal communication such as gestures, postures and facial expressions that help support a person's intention

**Congruence** - The state in which all aspects of voice and body language perfectly support a communicator's intention

**Core Breathing** - The low belly breath used by actors and singers for maximum support; also called diaphragmatic breathing

**Engagement** - A connection with an audience that finds them in a willing state of attentiveness during your communication

**Gesture** - Any movement of the hand, arm, body, head, or face that communicates a specific idea, opinion, or emotion

**Hedging Language** - Words that are used to mitigate, or lessen the impact or certainty of a statement

**Home Base Position** - The relaxed, open body position that serves as a communicator's physical neutral when not moving, or gesturing

**Inflection** - The specific pitch in the voice (up or down) used at the end of a word, or phrase

**Intention** - The purpose and emotion conveyed through your delivery that instructs your audience how to react

**Intention Cues** - Any aspect of a person's vocal, or physical communication that conveys meaning to an audience, or listener

**Mirror Theory** - The idea that people pick up on whatever emotion or intention a speaker projects and both feel and project back that emotion

**Monotone** - A succession of sounds or words without change in pitch

**Mutuality** - The sharing of a feeling, action, or relationship

**Nonverbal Communication** - Any aspects of communication, aside from the actual words spoken, that send messages or conveys meaning

**Objective** - A goal you hope to accomplish with your communication

Pace - The rate at which a person speaks

**Pacifier** - Any nervous behaviour, or activity displayed by a speaker that communicates discomfort, or nervousness

**Pattern Interrupt** - Any action, or behaviour that breaks a pattern in an effort to maintain the attention of an audience

**Personal Stamp** - The uniqueness and individuality a speaker or actor brings to a presentation or performance

**Posture** - The position of a person's body when standing or sitting

**Spatiality** - The way in which a speaker uses space, movement and distance when communicating a message to others

**T-Rex** - Constrictive body position with arms and elbows seemingly locked to the torso

**Upspeak** - The tendency to make your voice rise at the end of sentences so that statements sound like questions

**Verbal Virus** - Verbal fillers (such as ah, um, or I mean) that appear in speech and communicate uncertainty to an audience, or listener

**Vocal Dynamics** - The ways in which you use the various qualities of the voice (pitch, inflection, articulation, volume and pace)