

Setting Yourself Up for Success Work Sheet

Here's a worksheet to plan your next business conversation. As you plan, remember to **FOCUS!**

F: Finish first –What is the one outcome you want to achieve?

O: Observe – You can observe something about the person you are about to converse with by doing some detective work online. Check out the person, company and industry on Google, LinkedIn, Facebook, and other sources.

Write 3 things you observed or discovered about that person/company to use in a conversation:

- 1. _____
- 2. _____
- 3. _____

C: Clarify – Prepare 3 possible questions for your conversation:

- 1. _____
- 2. _____
- 3. _____

U: Unique – Being unique is a mindset. Stay true to yourself.

S: Stay in the Moment – You can practice staying in the moment before you get to the conversation. Think of a person, place or thing. Really focus on that particular thought. Now let your mind wander to another person, place or thing. When you feel your mind shifting to another thought, say to yourself, 'stay in the moment' and take your mind back to the original thought.

If you find yourself shuffling from one topic to the next – say this, **STAY IN THE MOMENT!** Practice this on a daily basis and you will see that you will have an outstanding amount of focus.

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Do You Speak Body? Work Sheet

Remember, the silent conversation, or body language, has a greater impact than the words we say or tone of voice we use.

FOCUS before you speak.

F: Finish first – What is the outcome you want to achieve?

Determine the message you want to convey and check your body language and facial expressions in the mirror. Practice with a friend or associate to make sure you are communicating your intended message.

O: Observe – Study successful people in your line of work. See how they handle themselves, how they gesture, their facial expressions, etc.

Write down three things you like about their facial expressions and body language:

1. _____
2. _____
3. _____

Identify at least two gestures that you want to change and make that change now. Ask a friend to keep you aware by pointing out every time you make that gesture so that you can change it:

Gesture #1 _____

Gesture #2 _____

C: Clarify – *Clarify* in your mind what you want to communicate and make sure your body gets the memo.

U: Use matching and mirroring to create rapport and an understanding. Practice matching and mirroring with a friend before the real conversation.

S: Stay in the Moment – practice staying in the moment and making eye contact comfortably and without staring.

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Negotiation 101 Work Sheet

When done properly, both parties walk away from the negotiating table winners. As you plan for the negotiation remember to **FOCUS!**

F: Finish first – What is the perfect outcome you want to achieve? (If you are in a position to ask largely, do so!)

O: Observe – You can observe something about the person you are negotiating with by doing some detective work online. Check out the person or company on Google, LinkedIn and/or Facebook.

Write at least three facts about the person or company that you can use to your advantage during the negotiation:

1. _____
2. _____
3. _____

Identify two or more competitors and do your research to learn what they are proposing:

- Competitor #1 _____
Competitor #2 _____

C: Clarify – Prepare three possible questions before you start your negotiation. Be prepared to handle a negative response to price or whatever you are negotiating about:

1. _____
2. _____
3. _____

U: Use the information you learned and practice in the mirror or with an associate. Practice patience and the 10-Second Rule of silence

S: Stay in the Moment – You can practice staying in the moment before you get to the negotiation. When practicing with an associate, see how much you are actually listening and how much you are thinking ahead. If your mind starts to think ahead, bring yourself back by saying “Stay in the Moment.”

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Employees and Bosses and Salaries, Oh My Work Sheet

Whether you are interviewing for a job or the person doing the interviewing, discussing salary and compensation, raises or job termination, remember to **FOCUS!**

F: Finish first – What is the outcome you want to achieve? Be mindful of the **Facts**.

O: Observe – You can observe something about the person you are about to converse with by doing some detective work online. Check out the person or company on Google, LinkedIn and or Facebook.

Write at least three facts about the person or company that you can use to your advantage during the interview or salary conversation:

1. _____
2. _____
3. _____

Identify at least two companies or people you can contact to pursue another job or position. Have this information available when you sense a challenge at work.

Contact #1 _____

Contact #2 _____

C: Clarify – Prepare three possible questions (or points of interest) for the interview, salary or raise discussion:

1. _____
2. _____
3. _____

U: Use specific facts, not emotions or personal issues when having any of these conversations

S: Stay in the moment and listen to what is being said.

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“Don’t Close that Sale” Work Sheet

Remember, the goal of the conversation is to open or create a relationship. As you plan for the sale, **FOCUS!**

F: Finish first – What is the outcome you want to achieve?

O: Observe – You can observe something about the person you’re about to speak with by doing some detective work online. Check out the person or company on Google, LinkedIn, Facebook and other Social Media and resources. Write at least three facts about the person with whom you are creating a relationship:

1. _____
2. _____
3. _____

Write at least three facts about the person’s company. Look at their mission statement on their website to find their higher values:

1. _____
2. _____
3. _____

C: Clarify – Prepare possible questions before you have your conversation.

Write at least three questions to learn more about their challenge points. Use these challenge points when you schedule conversations or meetings:

1. _____
2. _____
3. _____

U: Use the information you learned and practice in the mirror speaking to gatekeepers. Practice that conversation as though you’re speaking with the decision-maker.

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S: Stay in the Moment. Practice staying in the moment before you get to the conversation. Practice using the technique we mentioned earlier: Think of a person, place or thing. Really focus on that particular thought. Now let your mind wander to another person, place or thing. When you feel your mind shifting to another thought, say to yourself, 'stay in the moment' and take your mind back to the original thought.

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Uneasy Conversations Work Sheet

Have to say 'No' to a boss, client, team member or peer? Find yourself blaming someone else for an issue? Want to connect with a client with whom you lost touch? Take a deep breath and **FOCUS**.

F: Finish first – What is the outcome you want to achieve? Be mindful of the **facts**.

O: Observe – You can observe something about the person you are about to converse with by doing some detective work online. Check out the person or company on Google, LinkedIn and or Facebook.

Write down at least three facts about the person or company that you can use to your advantage during the challenging conversation.

1. _____
2. _____
3. _____

C: Clarify – Prepare three possible questions or points of interest for the conversation. If you are the leader, prepare three questions you could use to get the other person to create the solution:

1. _____
2. _____
3. _____

U: Use specific facts, not emotions or personal issues when having any of these conversations. Also, jot down two or three reasons you can't make the commitment or why you have to say 'No.'

1. _____
2. _____
3. _____

S: Stay in the moment and listen to what is being said. Practice listening to people as though you had to repeat all their words.

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The New Networking – Creating Relationships Not Just Leads Work Sheet

Remember, the goal is to open a relationship. **FOCUS!**

F: Feel-Good Questions are a great way to build rapport. Consider asking these questions:

"How did you get started in the 'widget' business?"

"What do you enjoy most about what you do?"

O: Opening the Conversation – Consider your opening statement or question.

Write down three or more ways you can open a conversation:

1. _____

2. _____

3. _____

C: Clarity – How do you answer the question, "What do you do?"

U: Unique – What's different about you? What makes your business, product and/or service unique? Write down three or more ways your business is unique:

1. _____

2. _____

3. _____

S: Stay in the Moment – Give the gift of your presence. Write down three ways you can be a better listener:

1. _____

2. _____

3. _____

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Leadership Conversations for the 21st Century Work Sheet

Remember, leadership is about inspiring people to be and to do their best. Make the most of your performance improvement conversations with **FOCUS**.

F: Finish first – As a leader, what is the outcome you want to achieve from an employee conversation?

O: Observe and listen to others – Practice observing others and identifying their communication style. Write down your style and how it compares to theirs:

1. _____
2. _____
3. _____

C: Clarify – Prepare three questions before you have your conversation:

1. _____
2. _____
3. _____

U: Be Unique in your style and shape it to match and mirror the person you're talking with so that they feel comfortable.

S: Stay in the Moment – You can practice staying in the moment before you get to the conversation. Remember and practice this simple exercise to stay in the moment: Think of a person, place or thing. Really focus on that particular thought. Now let your mind wander to another person, place or thing. When you feel your mind shifting to another thought, say to yourself, 'stay in the moment' and take your mind back to the original thought. It takes some practice. You will notice in a short time that you are more focused and more in the moment.

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