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Consult your attorney for advice concerning specific situations.



QUICK INFO
BROOKLINGREEN.COM

- Teach Communications UNCW & UMO
- Public Speaking, Business professional, Interpersonal
- MA Leadership/Comm -Gonzaga University
- International Speaker Communications & Leadership
- Improviser –The Second City Chicago
- Commercial writer
- Stand-up Comedian- Nick @ Nite Funniest Mom

SCAN ME



COMMUNICATION

LOCK BOX



- Nonverbal Communication & Energy
- Listening & Know Your Audience
- Your Message: Clear and Direct
- Crisis and Conflict Management Situations

WHY ARE YOU HERE?

- What you want to gain?
- Specific issues?



Are you ready to play?

NONVERBAL & ENERGY

BE WATER
WATER CAN FLOW OR IT CAN CRASH- BRUCE LEE

NONVERBAL

Speak Louder Than Words

- **Nonverbal cues:** Posture, gestures, facial expressions, eye contact, vocal variety (pitch, pace)
- **Impact:** Reinforce message, build trust, project confidence, connect with audience
- **High energy:** Enthusiasm is contagious, keeps audience engaged, demonstrates passion for the topic
- **Authenticity:** Nonverbal cues that align with words create a genuine connection

NONVERBAL



Games

- Uncross
- Stranger danger, YES! People you don't know.
- 3 min Mingle (Goal how many people can you meet in 3 min & retain one thing)

Tips: Warm up communication skills,
 Strategy- Observe nonverbals, energy, timing, exit strategy.
 Focus on goal of the game.

NONVERBAL



Anxiety Body Language, Tone, and Facial Expressions

- Smile, Breathe, Big body

Give & Take

- Stop on a dime
- One person

Warm up communication skills
 Tips/Strategy- Raise your awareness. Instincts. Observe nonverbals, energy, timing, exit strategy. Focus on goal of the game.

LISTENING & YOUR AUDIENCE

READ A ROOM

LISTENING & AUDIENCE

Who are you talking to?

(Age, background, knowledge level, interests)

What are their needs?

(Why should they care about your topic?)

What language do they understand?

(Use familiar terms, relatable examples, and relevant references)

What hooks their attention?

(Facts, stories, humor relevant to them)

Listen to their body language.

(Adjust pacing, tone, and content based on feedback)

By understanding your audience, you can craft a message that resonates, is informative, and keeps them engaged.



- Red Ball, Blue Ball
- Telephone- 2 Teams
- I'm a candle

Tips/Strategy- Use previous game strategy focus on nonverbals.

Clearly use body language, eye contact, slow & direct communication.

Listen to each other to add to the whole.

YOUR MESSAGE CLEAR AND DIRECT

WHAT I SAID WAS...!!

MESSAGE
MONROE'S
& ARISTOTLE

Monroe's

- Attention
- Need
- Satisfaction
- Visualization
- Call to action

Aristotle's

- Ethos- Ethics-Credability
- Logos- Logic- Audience language
- Pathos- Emotion-Empathy

MESSAGE
NOT
MESSAGE....

- Commercial



Tips/Strategy- Use previous nonverbals.
 Clear body language, slow & direct communication.
 Listen to each other for group work & for crafting message.

CRISIS & CONFLICT
MANAGEMENT

YES,AND...

5 C-'S
CRISIS

- Concern
- Commitment
- Competency
- Clarity
- Confidence



Quilty, D. (2024, June 4). *Effective crisis communication starts with this*. Firstup. <https://firstup.io/blog/effective-crisis-communication/>

YES, AND...

- Quick thinking
- Yes let's...

Tips/Strategy- Use previous nonverbals.
 Clear body language, slow & direct communication.
 Listen, respond, add to.
 Shift and/or, on the spot thinking.



LinkedIn & Promo reel

Professional Development, Events, & Creative Consulting

ADDITIONAL
RESOURCES

Good Leaders make you feel safe

https://www.ted.com/talks/simon_sinek_why_good_leaders_make_you_feel_safe

How to Lead in Crisis

https://www.ted.com/talks/amy_c_edmondson_how_to_lead_in_a_crisis/is/up-next

Hidden Power of Smiling

https://www.ted.com/talks/ron_gutman_the_hidden_power_of_smiling?utm_campaign=tedsread&utm_medium=referral&utm_source=tedco_mshare

Amy Cuddy- More confidence in 2 minutes

<https://youtu.be/r7dWsj-mEyl?si=BUzErteu9UdfEdzI>
