



## **2019 MDRT Top of the Table Annual Meeting e-Handout Material**

<b>Title:</b>	<b>The Secrets for Powerful Speaking and Listening</b>
<b>Speaker:</b>	Julian Treasure
<b>Presentation Date:</b>	Saturday September 28, 2019
<b>Presentation Time:</b>	9:00 a.m. -11:30 a.m.
<b>Session Room:</b>	Congressional Ballroom B-C

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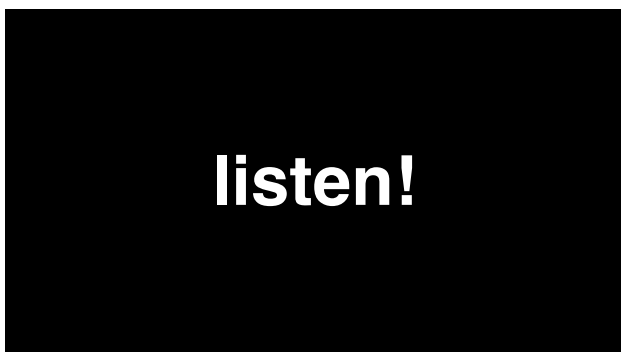
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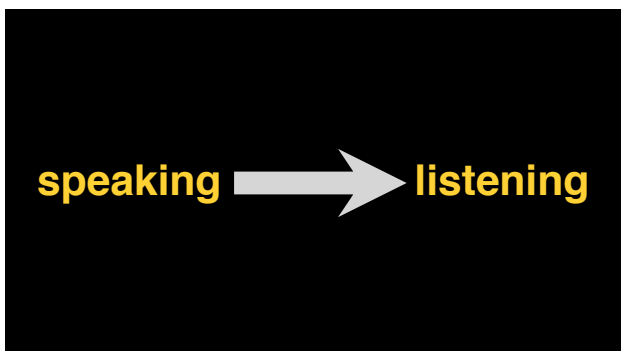
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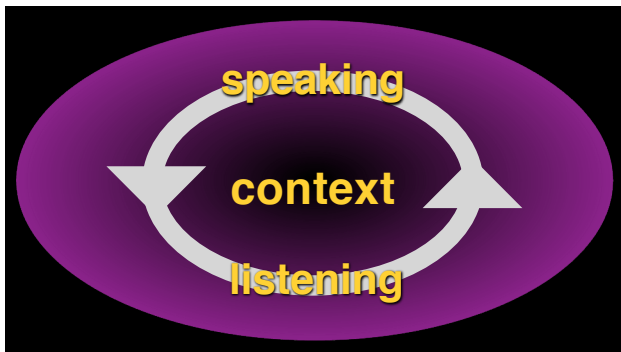
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**learning**  
**leadership**  
**innovation**  
**persuasion**  
**relationship**  
**understanding**

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**happiness**  
**effectiveness**  
**wellbeing**

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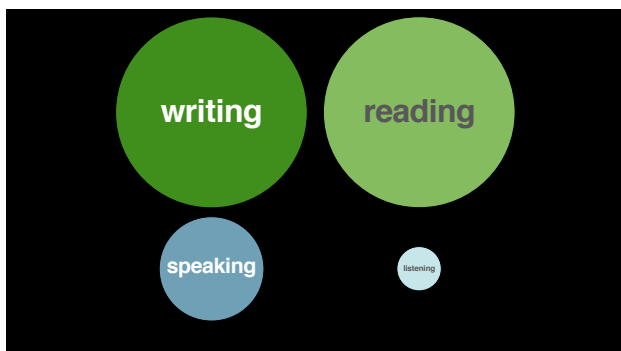
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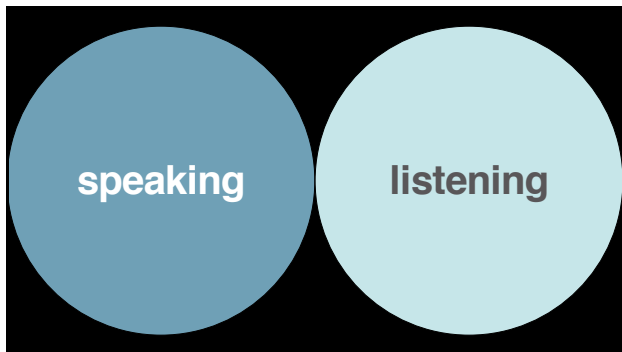
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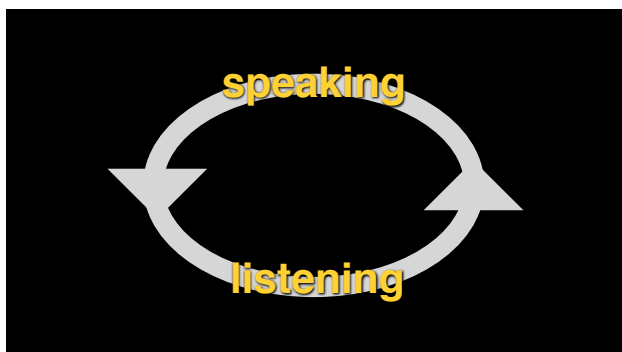
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**DANGER**  
we are losing  
our listening

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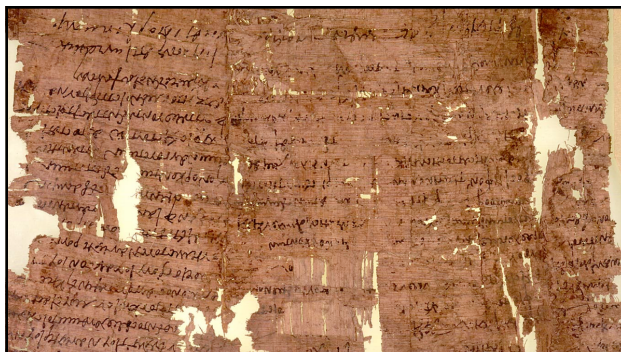
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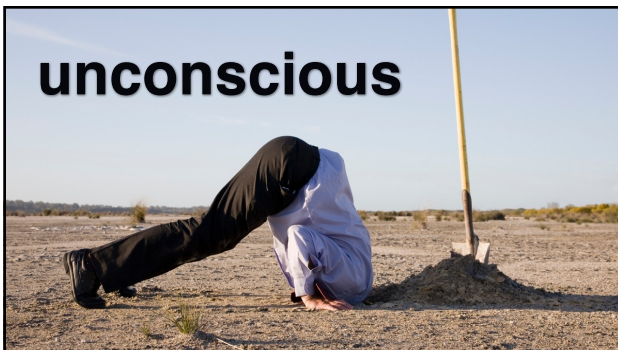
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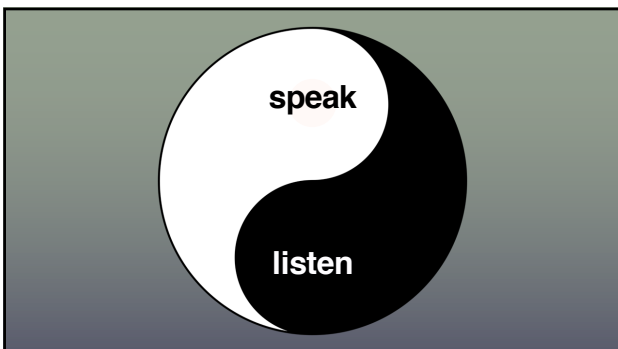
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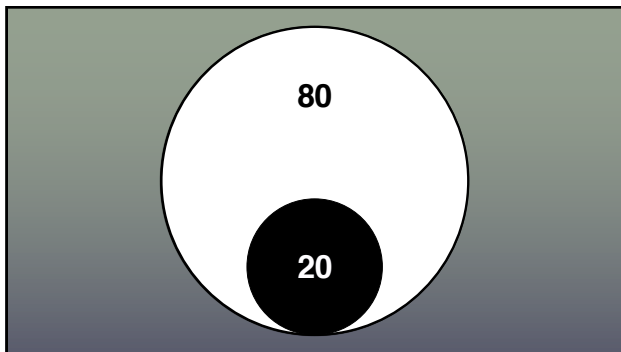
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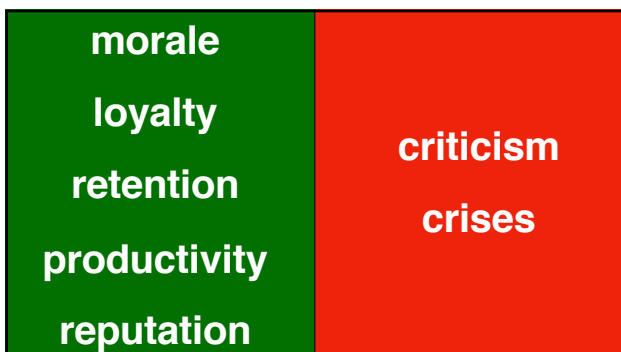
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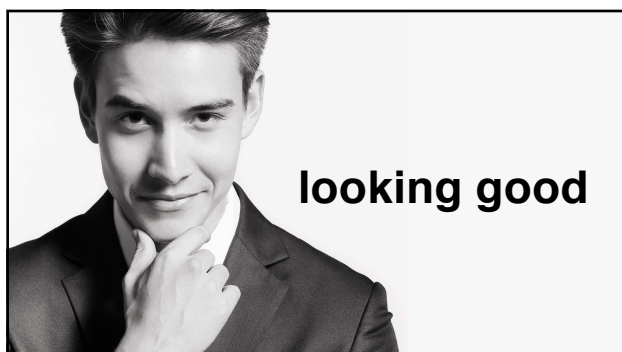
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“I like to listen. I have learned a great deal from listening carefully. Most people never listen.”  
*Ernest Hemingway*

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**C**onscious  
**C**ommitted  
**C**ompassionate  
**C**urious

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making meaning  
from sound

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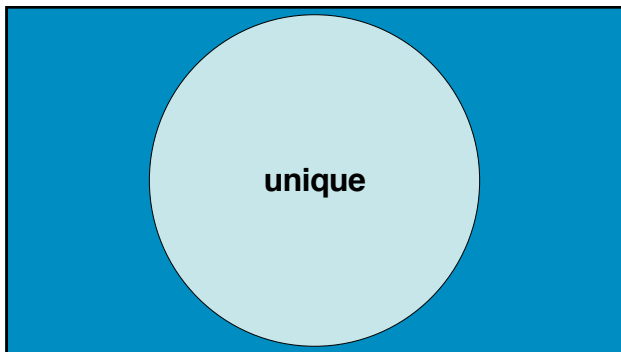
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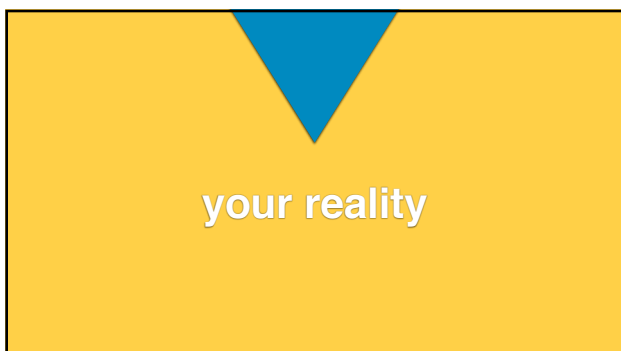
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**listening from**

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**active**



**passive**

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**critical**



**empathic**

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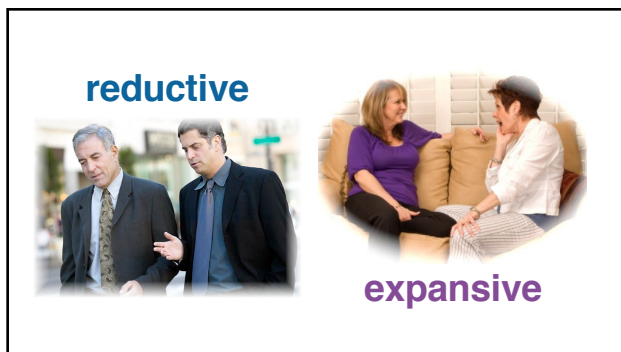
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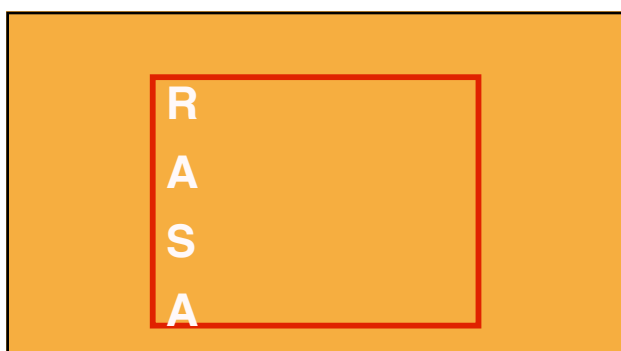
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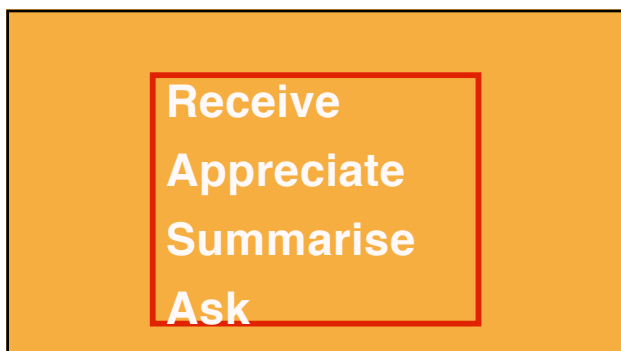
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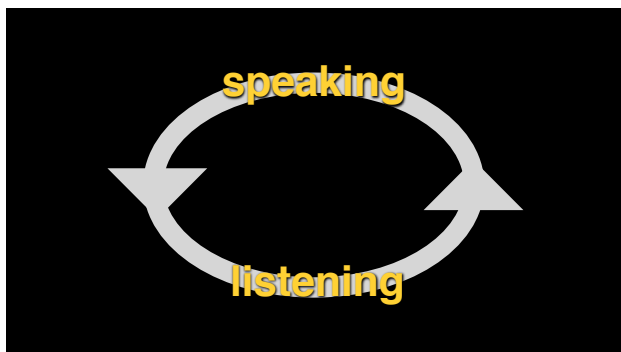
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**HAIL**  
To greet or acclaim enthusiastically

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**Honesty** be clear and straight  
**Authenticity** be yourself  
**Integrity** be your word  
**Love** wish them well

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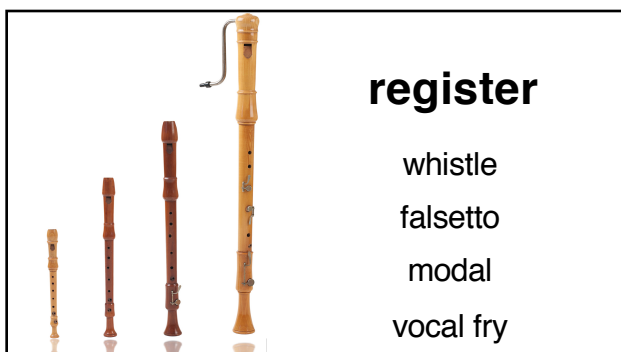
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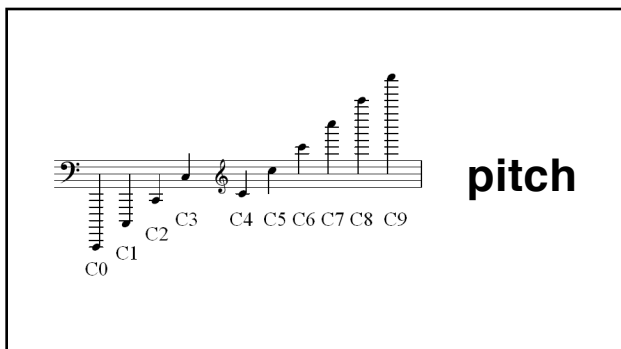
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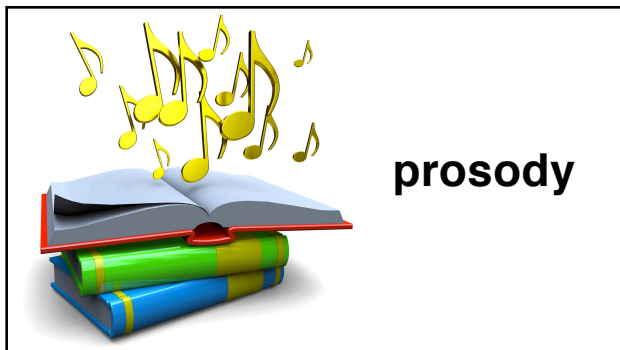
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**prosody**

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**timbre**

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**pace**

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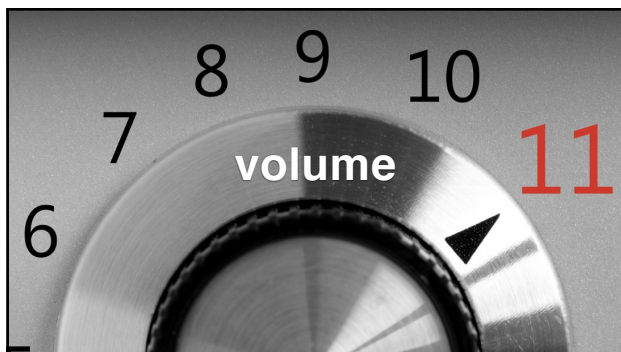
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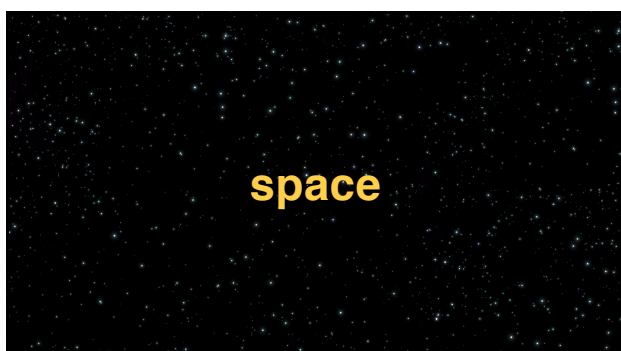
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## building rapport

- ask 'what's the listening'
- RASA: eye contact, smile, nod
- empathic listening position
- use questions that demand YES
- match pace, pitch and language
- mirror emotions, posture, movement

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PPD

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practice

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**record yourself**



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**get a coach**



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**what's the listening?**

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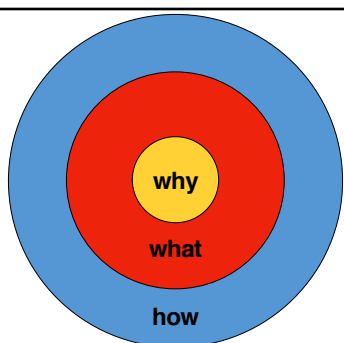
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**REHEARSAL**

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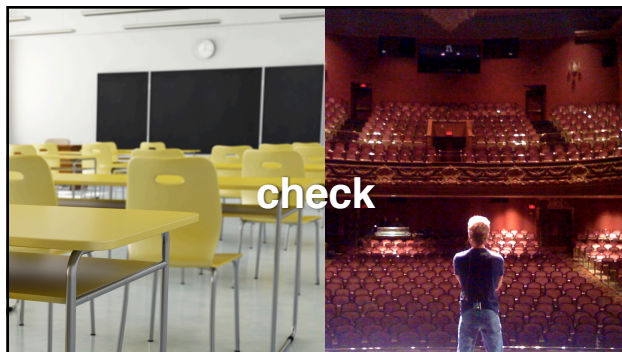
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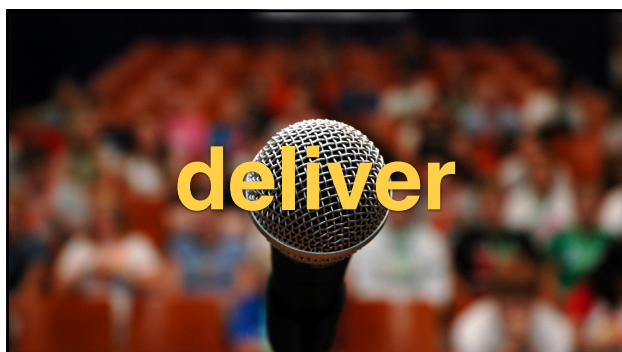
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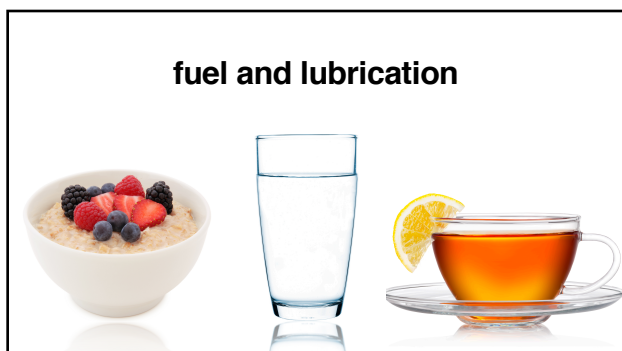
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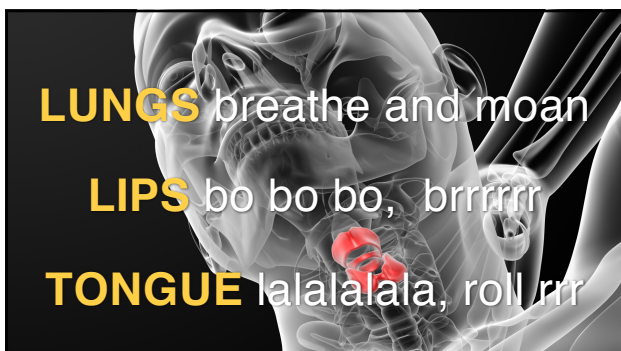
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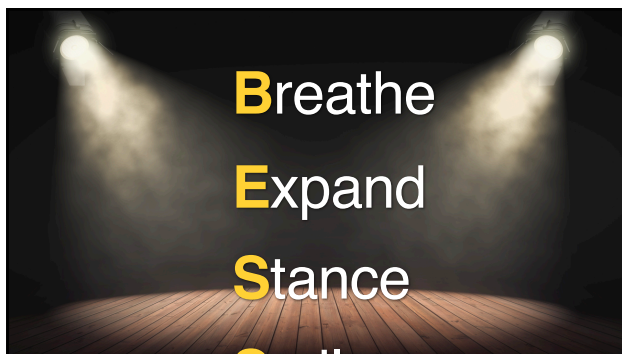
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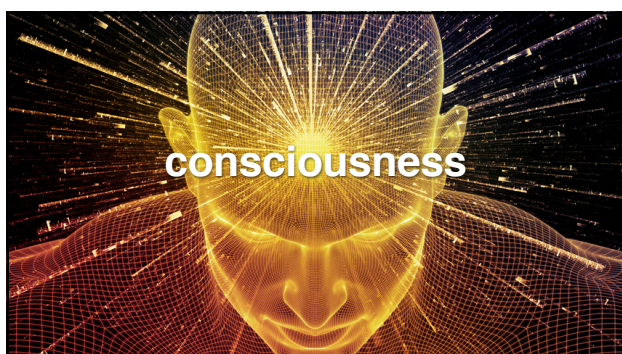
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**happiness  
effectiveness  
wellbeing**

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**Thank you!**  
[www.juliantreasure.com](http://www.juliantreasure.com)

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