

MASTERING THE LANGUAGE OF BUSINESS

Be Authentic and Vulnerable

Building trust requires authenticity. Don't shy away from admitting when you don't know something. This openness fosters rapport and encourages safe, open communication with clients.



Use Emotional Intelligence

Cultivate emotional intelligence by understanding client needs and adjusting your communication style. Being empathetic and flexible allows you to create stronger, more productive relationships in a corporate environment.



Be Proactive and Inquisitive

Engage with clients early to understand their goals, concerns, and needs. Ask questions, read industry reports, and demonstrate a genuine interest to provide valuable insights and foster trust.



Establish Boundaries

Set clear boundaries and response times for client requests. Manage expectations with service-level commitments, ensuring you deliver quality without succumbing to last-minute demands, leading to more productive collaborations.



Communicate Across Audiences

Adapt your communication to suit your audience's preferences, whether visual, numerical, or written. Clear, concise messaging tailored to different stakeholders ensures that complex ideas are well understood, mitigating risks.

