

54 How to improve your communication skills with expert Miru...

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SUMMARY KEYWORDS

communication, people, understand, communicate, filters, instance, important, person, realized, agree, deloitte, culture, deal, leaders, techniques, belgium, grew, life, work, easy



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In almost every job offer great communication skills are expected. And in today's world, things have become so complex that we need teams to solve them. And so, being a great communicator has become so important. You cannot hide from it anymore. You have to develop it. And that's why today, I wanted to interview an expert miguna your Sachi about what great communication is and how you can improve yours.



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I'm Murielle, co Mum, an educator. I used to work really hard and sacrificed important things to me until I lost my motivation. Fast forwards passed many failed attempts and lessons learned. And I found a way to reach great results while working less. today. I'm obsessed with helping other leaders builds meaningful lives. So each week, I'll be sharing inspiration to change your life and organization. This is rebel leader with a hearts



01:08

I was wondering, where does because me Miruna Ursache. I was wondering, what's the origin? Where do you come from?



01:16

Oh, I'm I'm Romanian. Oh, yeah, I was I was born and raised here. And then when I was 20,

something I moved to Belgium because my parents well, half of my family's in, in Belgium. And I was going back and forth since forever. So yeah, I moved to Belgium, I have the equivalent of my law degree at your best. Because I am a law. Well, I will release the legal adviser. That's my my background, the first one, and then I so I did the equivalent at your university 32 cents. And then I was working for Deloitte and then from Deloitte, I went to BNP Paribas. And from there I dizzy. I went to Solvay, because I wanted to completely change my professional fast. So I did that. I was not happy.



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And, and it's very interesting, because that's when I started to actually develop my, like, finding my path, you know, so you, you we do things because we have to because we're, we're told to do things and because, you know, you have the tools, I think we're very young to choose at 18 for the rest of our life. So I changed this at 33. Yeah, so yeah. Nice. And you say you found your path. So what is your path? And how did you find it? I think that I was, so I was working for Deloitte and I was doing financial consultancy in VAT international VAT. And that was what Europeans is. Yeah. And that was hard, because I'm not a numbers, person. I mean, I'm not I that, actually, you know, I really think that everything that we learn in life actually comes in handy at some point. So we it's very important that we constantly develop ourselves, I believe that, so for sure, that really developed that, you know, part of my brain who was nothing to numbers. But, um, that was not something that I was feeling happy about, because, you know, it's about making brings more money to companies that are already making a lot of money, which is great. I mean, okay, you know, this is how the world goes round and round that it makes sense. But at least I wasn't feeling good about my life. So I went from that to to BNP Paribas. And then I worked on our 90 project. That was, again, weird because it was not my thing, either.



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What was very interesting was that actually, they were implementing this IC product, an expense management tool in more than 100 entities of BNP fire around the world. And we started with five entities located in



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work varies the headquarters and New York and London and we had the back offices in Casablanca, Mumbai, and everything was super International. And I was familiar with that, because in Deloitte, I was already working in an international department, but that

was even more interesting because we were dealing with people really working in those countries living there. So you see the differences. And I was in charge with the communication part of the project, which was, which was very good. And I fell in love with communication completely. If, until then I was just flirting with that, because, you know, I, I've been told since forever that I'm very, I have this easy easiness in dealing with people and okay, but then it started to mean something. So



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while working on the project, it was quite



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I moved from 14 hours a day and high pressure at work, corporate style to an environment where things were moving very slowly. And to me, that was very disturbing because I went from Deloitte to BNP. Yeah, because it was a project that was taking a lot of time to settle into, you know, get all the actors to talk about and agree on things. So it was going very slowly. And during that time, I wrote, I wrote the children's book that was published in France and then in Romania, and then I thought, Okay, I have to do something that is obviously, that should, like, nourish this artistic side of myself, or at least something that has more to do with people. So I'm from there, I moved to Solvay, I did a master's and then I started working in marketing, as a Content Manager. And in the meantime, I developed this communication course, because I think communication is everything, like, like everything.



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Yes, so and the more we do, the more I do that the more I deal with people, the more I work with people, the more I get into that, I realized that's really everything. You know, it's a shame, we should teach that in school, when we grow. So, yeah, yeah. And you're still doing the content marketing to still working as a content marketer here. And then you have your own business in communication. So what does a communication coach do? Well, the thing is that I started that.



07:35

Because I took theater classes. And when I was taking theater classes, I realized how this getting out of your comfort zone? Well, of course, it's true. But this is a very difficult thing

to actually achieve. Because we never do that. Like when we, I don't know, we have a training, for instance, and then, you know, somebody comes and teachers of people things, and they write it down, and then the next day is gone. Because Well, this is I mean, we can only learn when we actually experiment things when we do them. I agree. Yeah, I've always done that. I had to do things in order to you know, remember them, learn them and integrate them. Yeah, exactly. Exactly. So I, I realized I could witness how people would change through those theater classes. Well, you know, they would come to, I don't know, get more self confident, or, you know, do something fun. And but everybody, we all have our luggage, emotional baggage, we all have our past. So when you do that, it comes out. So I realized that



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I could actually integrate a lot of a lot of the games and techniques, because it's very fun environment, you know, so I could integrate those in this kind of communication. workshops that could actually help people understand how communication changes lives completely. And this is it's just, you know, with everything came together at some point. And I tried to give them a logical path. Because I could I could talk about this stuff, maybe because I don't know, I love what you're saying. Because at some point, you know, I'm making videos for my course and sometimes YouTube videos. Yeah. And in the beginning, it was really really hard. It was hard to be myself. Yeah, in front of the camera. And at a certain point, I decided to take improvisation classes because I like felt like I was a little bit frozen inside of



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Me and I had to, to get go I completely understand the link between theater classes and communication. Yeah. So please continue. Yeah, I am not only I'm not only. So the core is indeed those, those theater, theater games techniques and so on. But there are so many others are so many other techniques that I use, like restorick, all all kinds of devices that are using rhetoric. And we



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What do you mean, what is rhetoric? Well, the art of giving a speech and to use all kinds of what they call devices, like for instance, a metaphor, alliteration, so all these kinds of mechanisms in order to pass a message and to convince people. And of course, there are some people who actually work, some people have it, they are born with that. And it's a sad thing to say, but for instance, Hitler was an amazing speaker, because I've read what

somebody said was, so there was this woman who was attending one of one of his speeches. And she, she said, I was there for like, three or four hours, and I was transformed while hearing the guy speak. And then I went out, I got out, and I realized that I couldn't remember one single idea of anything, like of, of the entire speech, because that he had this, this amazing gift. But then for, like, for instance, Martin Luther King, like his speech is amazing. And it's like this plethora of, you know, rhetorical devices, and it's so beautiful when we when you start to understand how to use them, and to actually apply it and,



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and see if it's something because not everybody is a is a speaker, and we shouldn't be speakers, because we are white, but we can definitely use some of the techniques in order to improve communication. And I think it's important so restorick is another thing I use psychology a lot. And I'm not I'm not a psychologist, and I will never, I don't I don't want to be a psychologist and but there are some things that I think are very, very important. For instance, I don't think that we can like to say we cannot communicate properly or in order to communicate better, we definitely need to know a bit more about ourselves, because



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I think that we communicate, at least in my opinion, I think that like I said communication is everything, but starts in the morning with ourselves the first thoughts that we have in the morning this is communicating to yourself. And this is something that triggers a lot of what we are about like like, you know, depending on where we are in our lives communication to ourselves could be kinder or not or you know, so so it starts there, when we get to know ourselves better, we become kinder, we have more empathy towards other people, because we understand that we have our flaws, and we have our we we understand what is it that makes us special we understand which are the areas of improvement, what can we do to exceed, to grow to evolve to become better people.



13:50

And we also understand, which are our limitations, I will never be a singer. And it took me a very long time to accept that, but no, I will never be, I don't know, like you get.



14:02

So okay. So when we when we learn, which are these limitations?



14:08

We gain more self confidence because this is who I am. And, you know, that's it. So I can only offer that we, we, I think we become more tolerant and more I'd like it if everything is linked. If not, we can adjust try to communicate better and use a technique Okay, you know, you don't know the diction or know it's all about who we are and how we can evolve develop ourselves in order to better communicate to become better leaders because it's it's really about that and we have a better life because it's not nobody will ever start communicating better in his his her professional relationships and not in The personal life. So yeah, I agree. And what I see and what I also teach to my leaders, is the importance of alignment with your body, your emotions, and your words. Because if you're saying saying things and your body and emotions are not aligned with you with what you say, or you're not in touch with your emotions, or it doesn't come across, yeah, doesn't come across and people are inspired and follow you, because you are authentic. And because you you have this alignment. Yeah, authenticity is something that is vital. I mean, I don't think we can ever convince people to join us in our I don't know, dreams



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in accomplishing them, unless we believe that ourselves first of all, I mean, this is exactly unbelieving, it really, in your core, it's not authenticity is not just saying the truth, or it's really expressing your feelings and what you feel. Yes, and that this is the link where this is the link with knowing ourselves better, because we when we are authentic, that means that we are ready to expose ourselves with our weaknesses to be vulnerable. I'm sure you know, those amazing



16:30

TED Talks, really loud about about vulnerability, and this is something that I mean, we people are taught to we, I mean, when we're kids is like, Don't cry, don't it's also we grow, like, buy Be strong, probably. Whereas it should be, this is the way you feel you feel that but doesn't mean that this is how you are you just feel that for the moment, because and then. So it's Yeah, I totally agree, is stured important thing to, to be able to be able to have this alignment. And I have this. So in one of the workshops, because it workshops, the way I created these workshops is more or less two hours when I do the entire course so that I have a lot well enough time to go through things. And we talk about the filters in communication because Well, basically, it's easy. So you have you know, you have the sender, the person that encodes the message, they say, and then you have the message and the recipient, and it's it looks easy. And then we have what I like to call these filters,

meaning that like I said before, we are all the result of everything that built us. So we might have difficult childhoods or trauma, critical parents bullying in school, so we don't know, but each of us brings these filters when hearing when decoding the messages. But I think the same thing happens when we also communicate a message. And this is something that I think leaders should really pay attention to is how are you going to, to pass this message through? And to whom you're doing that? And who are the people in your theme? Because, you know, it starts with internal communication.



18:45

Yeah, and this this filter, it's, for me, we call it also interpretations, this filter or these interpretations, they're influenced by your emotions by your body by the stories, you tell yourself by your culture, by all your your pains or your suffering as a child or bullying, but also with the mood of a whole country or a whole organization, these all influence these interpretations and we are not aware that we we put actions in place based on these interpretations and not on the facts. Exactly. Exactly. I couldn't agree more I I call this well, internal external filters because the external filters are like you said, Everything that's around us, it could be a certain political context or social context or, you know, the pandemic, working from home. So but internal the internal filters, these are they could they could be a difficult thing to do.



19:59

Address because we don't always, I mean, we could spend our entire lifetime running away from understanding what going on. And this is something that will lead to, I don't know, forever filter that will forever influence impact vitiates our communication. And I think that this is this is this is delicate, because how are you going to deal with that you need to be very brave to face your own your own scars, or demons or whatever is hidden there. And I'm not saying that everybody's like this, but for sure, we are emotions, we are humans, we are made of emotions. So as soon as we recognize them identify and learn how to, you know, deal, master the manage that, it will just get easier. So yeah, it's funny, because with almost every person I talked to, whether it's about innovation, or being a good leader, or you know about communication, it always comes back to you have to work on yourself, you have to work on yourself and dig deep and go deep inside you to understand your filters, like you say it or your or your armor or, or your defense mechanisms that filter everything true. And then once you do that work, you can also better understand the ones from the other person you're talking to.



21:41

Yes, and be more tolerant about that. I will give you an example. So there was this. There's a story, somebody told me about an architect, girl working in a very good firm, and she had a pitch for a client. So she did an amazing job. They want the client, it was, you know, perfect in almost every every way, except for one little thing. So her manager after that told her that, you know, on that slide, maybe those numbers so and the her manager because this is how she got into my into my communication workshop. And our manager told me it's crazy because she she could only remember that I mean she she would only focus on the little tiny negative thing, although everything was amazing. And she kind of blocked all the positive and guts that stuck in the, in the constructive critic that you receive. And this is this is a filter, this is something that we don't realize that it impacts us. Something that you know, like I said, maybe a critical parent, maybe she's perfectionist, maybe she was very just cool. You know, just cool. You have a good grades you have, like, of the 10 grades that you have nine of them are really excellent. And then you have one that isn't good. And that's where the attention goes. Yeah, exactly. Yeah. Well, education is a whole is a topic that. I mean, I think that we are we are so behind in terms of how children should be educated. I completely agree. Yeah, especially Oh, yeah, it's not it's not adapted anymore to to our society and it doesn't help the children understand them better. And, and I think that's also why now in the lockdown of COVID, so many children's suffer because they're not armed to deal with whatever they are feeling. Yeah, I remember when I, when I first saw when I started to do the equivalent of my law degree not in Brussels. I



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I was raised in Romania, and it's you know, you you're you do good in school, and don't talk back to your teacher don't so basically, I grew up just remaining silent, and it was very unusual to have the bait. Now it's completely different. But when I grew up, it was like that. And I arrived with your Bay and then children with well, children, students would ask questions, and then I was thinking, Okay, that was really a stupid question. And, and then I realized, okay, nobody cares. And nobody judges that person for asking a stupid question that I can see that because I had this judgmental side, of course, that I was, you know, so it's very interesting how difficult can be to to get rid of that. And first of all you need to realize through to identify this problem.



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And then to address it. So yeah, I think education is still.



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We're far, far behind. Yeah, everywhere. Yeah. Yeah. Everywhere. But yeah, there are some countries that are a little bit ahead, but not that much. And in Belgium is really behind in terms of your mindset. And I'm not saying really knowledge, but really mindset and how, how to be happy and successful in today's times that we should educate. Our people are our pupils. Yeah. Yeah, for sure. And you also specializes in cultural differences. Yeah, I love that. Um, so I have, I have two, I created two courses. So the first one is basically a course that is for private individuals, so whoever wants to, you know, learn to enhance their communication skills can do that. And then this is where I talk about we do we go through self awareness, exercises and games, and we talk about cognitive distortions, which I think is amazing, because I, I, while studying that, for my, for my courses, I realized that I'm still using so many, I got rid of so many, but I'm still I use a lot, for instance,



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I have to you have to you should, this is very, very bad choice. Yes. All this pressure that you put all these kinds of mechanisms, speech mechanism that we have, with ourselves and with others, we just pass them on to other people. So I loved I saw this quote, once it was stop shooting yourself, you know, not shooting, but shooting, you know, I should do this. Do that. And I love yourself. Yeah, because we do it all the time. And we put a lot of pressure on ourselves. And I'm, I'm working with that or not, you know, constant basis, because I have like, Yeah, because I have to get rid of the shoe. And so this is the private, so this private, this course towards private individuals focuses on personal development, and then go slowly through communication types, communication techniques, and so on. And now, the business. The business one has an entire workshop dedicated to the cultural differences. However, I also think like communication is everything that culture is everything because I said, Okay, it's one thing that you know, you live in Belgium, and I now live in Romania, and maybe in I don't know, we know, a couple of years, I would be in another country, it matters. However, I think that culture is also about being millennial or generations that are being a parent or not.



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Political convictions, religious convictions, that everything is culture and everything. That's why we are very different. Even when we work in the same company in the same city in the same country, we're still very different are not to mention the emotional past with talked about. So, the reason I actually I created this particular workshop is because so like I said, I have worked almost my entire career in international environments. And only once

we had the training about how to lead in international environments, and that was because virgin was going through a very tough period when there was no government for a couple of years. And that that was something that would reflect in the on the relationships at work. So we had this training, but we there was, that was an international, completely international department, we came from all over the world. And we had to understand and if nobody came to tell us that we had to understand by ourselves that you know, Spanish people will arrive. I had a lot I still have a lot of my friends, Spanish, Spanish friends who would come with work at any level because this is how they are. This is culture. It's really in their culture to take the time and have a coffee and breakfast and then come to work and then they would stay and work until nine or 70 Morning. Whereas I don't know, people from the Netherlands would come early in the morning and you know, wouldn't leave. But I would remember also the Indian people who always say yes. And they say yes. And you have to learn to identify is this? Yes, I understand you. And yes, I'm polite with you, or is this a yes, we will do it. So, there was a huge difference and, and big it problems because of because of that. Yeah, I, we, at some point, we started to outsource part of the activities in India. So I was there for three weeks a month, and he drove back. And then I was giving a training. And there were some, I don't know, 10 people in the training room, and I would explain, you know, and they would go like this, all of them. And I thought, I really thought that they didn't understand what I was saying. And I was, I was feeling so bad. Because I was thinking that my the training the content was bad, or, you know, so I asked, and one of the girls said, No, no, to us. This is what is this for you? You know, dude?



31:14

Okay, so you actually understand what I'm saying? Yeah, yeah, don't worry, we're proving you. Okay. So, I know, we are so different. And it's not only a matter of, of gestures, and this kind of work dynamics that are already so they could completely ruin a business deal if you if you don't know that. But it's also the behind, like, some, some, some cultures, they would only negotiate while having good glass of wine or better negotiate after work when we they need to become closer a dinner and share, you know, personally.



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Like, my mother, for instance, she's Dutch. And so I have I lived there, and I have a lot of Dutch friends. Yeah, yeah. And one of those friends, he became a director here in Belgium, okay. And he told me, I really had to learn to understand the culture. Because in the Netherlands, when you're in the meeting, and you say, we're going to do this, does everybody agree? And there will be discussion, and then everybody agrees, then

everybody agrees. But he said, in Belgium, they don't say anything in the meeting during the meeting. And I say everybody agrees. Okay, they don't say anything. And then afterwards, they didn't agree, because they were talking in little groups about the thing. And and I had to do a lot of work after the meeting, because it wasn't an there are so many things or, or my colleague from or my boss at the time from England, when he would say for instance, that's interesting. My colleagues would say, I he agreed, he said, it's interesting. And I had to say, No, when English people says it's interesting, it means it's rubbish, don't do it. So you really have all these even the words don't mean the same thing. So yes. And you know, what the, like, the real my, my entire my entire course. So like both courses, it's not necessarily about because I, we can ever teach, like all the differences and so on. But I think it's important that we become aware of that is, you know, you deal with people in a certain country, just dig a little deep and see Ah, yes, what could go wrong? What is it? How do how, how they



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how are the decision taken, for instance, in? So it's very important that we we learn to,



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to be curious, actually, because this is like, the first thing is to be curious, not assuming that what we say or that our way of doing is the right one, because yeah, could be but the other person might think the same exact same thing. So yeah, and because there are always three conversations when you're talking with one person. There isn't only one conversation between you and that person, there is also your conversation in your head and the conversation of the other person in his or her heads. Absolutely. I use I use this game. That is from from theater that I borrowed from from theater. It's called the interview. And I love it because it really gets so in theater is used to get people used to being somebody else. So it goes like this, um, I am sitting in front of the group, and then people will ask me questions about myself. Okay, what's your name? You know, how old are you? Where do you have a brother or sister in law, and then at some point, at a certain gesture that the moderator makes,



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I slowly switch towards somebody else. And then people ask questions, and I am forced to answer from somebody else's life position shoes completely. So and this is something that is very interesting, because I can see people, they just stop, because they, you know, they would they would reply, they have an answer, but they realize this is not the right answer.

This is not the answer that somebody who was raised in the in I don't know, in UK, for instance, this is not how they would reply to the same question. So I think it's very interesting. It's a very interesting game, you know, make people realize how different we are. Yeah. And communication is, is indeed, very important. Because the problems that we have to deal with are becoming more and more complex, and we need a group and a team to solve them. And so we need to communicate in the past. I remember there were really still jobs where you could say, Okay, he's an expert. He's not very good in communication. So it's okay, we can put him just here. And he does only that, but today, there are almost no jobs anymore, where you don't communicate, you have to communicate. But what's funny is that, if you go if you go through job offers, on anywhere, like 90% of these jobs would say, Okay, so the candidate should have good, great communication skills, but nobody teaches us that, and nobody tells us that, you know, you really have to learn about yourself in order to communicate better. So lalala.



37:16

Yeah, communication is is not only the words you tell, that's only the tip of the iceberg. Exactly. Yeah. And yeah, it's, there's this amazing TED talk, I think it's called 101 communication techniques or something like that. And is, is there's this guy from Zagreb, I think, that gives this this speech, and he insists at some point, but the way he does it is really amazing, because he talks about how para verbal communication, so like, the tone of voice, the speed, so everything changes the message. And then at some point, he, he's doing this exercise, so he talks in front of the audience, and then at some point, and now when I, when I speak like that, you'll pay more attention because it triggered, so you know, rhythm, the tone of voice, it triggers a certain a certain reaction in the audience, but it's the same thing.



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In a meeting room, because leader who doesn't value communication, let's say or doesn't, who is not aware of how it could impact? I mean, it, you know, sometimes, it's not even about saying the word, but sometimes you can dismiss a person by simply ignoring the person or inviting that person to speak with some kinds of dismissive gestures. And that's it, you, you know, you could you could really block somebody's creativity forever, simply because you didn't take enough care of communication. So yeah. Yeah, I agree. Yeah, that's really interesting. It's an interesting topic. And so, if, if one of the listeners thinks, yeah, I would like to improve my communication, of course, I can take a course with you. And we will put, we will put your websites and everything in the show notes, but where should they start?



39:38

So if somebody says, I realized I have to improve my communication skills, how, where do I start? Well, I think that the reason I, the reason I do it in groups of people and full groups, is because I think it's very important to have this kind of group pressure. It changes when we when we are ourselves in front of a mirror.



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Or alone in our head. It's very easy to, to believe everything that we say if it becomes a bit difficult to be honest. Because we want to believe what we say we want to believe that you know, okay, I do have like to start with somebody who says I have a communication problem, it means that something happened, something triggers that that problem may be, that person realizes that nobody listens, truly listens to him or to her, or maybe. I don't know, maybe he he thinks that he or she thinks that the message is very clear, but then the result is completely different. And so I think that first comes knowledge. What, what is communication? What? It's like, knowledge, also smell. I think about communication first, because it's very, this is this is a different further step, I would say, because first of all you need to understand okay, but how do I communicate? Me? Do I do a lot of gestures myself, and I know that not always i. So I think that the ideal is to understand first of all, how that person communicate? Do I? Do I have a good diction? When I speak? How do I choose my words?



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Okay, I have this little story that it's very interesting. So I will, I will say, because I think wording is so important. Actually, I have a lot of stories. But this one is,



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I always think that storytelling is something that really gets to people, because they you know, it's easier to follow. So there was this, you might know it, there was this little boy in late 50s, in Detroit, and he was five or six years old. And his name was Stephen Morris. And the boy was born blind. So he's his teacher, one day in school, says, statement, I hear a little mouse in the classroom, and you should help me find some mouse. And everybody was very surprised, because he was the only one who was blind. I mean, why would the blind kids help the teacher find the mouse? So Steve learned immediately found the mouse. And then the teacher told him, You have amazing years, your hearing is you are gifted, you are a very, very gifted little boy. And the little boy grew up and became Stevie

Wonder, which is one of the greatest musicians of all of, you know, the history. So like, words are so important. So how do we use our words? How does that person communicate with with words?



43:18

Yeah, and we probably all have someone who at one point, said something to us that changed our lives. Most probably because there are so many stories like that. I heard so many stories. And you know, we should also listen to that. I mean, sometimes people do say we do say things to us, but we don't always necessarily implement or whatever. But when we are young, we are very easy to impress. So I think that's why it's also what so so this is, so understand how that person communicate.



44:00

What is it that I say? I do not say? Do I put three exclamation points in an email when I'm angry, because that is communicating frustration and anger. And that's what triggers in the other person, some feelings. Very good. Everything. So understanding I would say is the first step and then, you know, reading about it, there are tons of materials about how we communicate, and then when you understand how you communicate, you can ask yourself, why do I do that? Why do I communicate this way? I don't know. Am I okay, maybe I'm going through some very difficult times in my life, which is, you know, I mean, I remember once I had a colleague at work, and she was, at some point she was simply impossible and actually she was going through a divorce but you



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Nobody I mean, of course you don't you don't arrive one day at work and hey, you know what, I'm getting a divorce because whatever. So you don't say that, but it reflects in the way you communicate. And, yeah, I think it's important to first understand and then start to ask yourself why and go from there. Okay, well, thank you. Thank you. So where can people find you then?



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So I am on rephrase.com the website and yeah, everything is there, for instance. Right now I am. I will I have a conference coming up. I'm very excited in in May, I will be speaking at the change transformation conference. It's an UK conference. And but yeah,

on rephrase by email. Great.



45:57

So it was really nice getting to know you and listening to you about communication. I hope the listeners got a lot out of it as well. I hope again, it's about understanding knowledge, and also going deep into yourself to become a better communicator. Yes. And be curious in general, because I think that we get curious. Yeah, you're not the first one either to say that. And be curious. This is so important than not have all the answers but continue to stay open to Exactly, exactly. Yes. Well, thank you so much.



46:42

So if you want to start communicating better, well, it's first about understanding what communication really is. And then being aware of your own communication style, but also understanding why you communicate this way. And that means, again, digging a little bit deeper into yourself, you can't seem to escape it, whether it's to innovate, to communicate, to become a better leader, you have to go deeper into yourself, Know yourself understand why some of these things are happening, and then let go of your defensive mechanism because a great communicator is also a great authentic person, where body emotion and words are aligns.



47:34

So I hope you enjoyed this episode. I really love the energy of me hoonah and let's see each other in our next episode. Don't forget, leave me a review. It really helps me or just simply subscribe to this podcast if you want to receive the next one automatically.