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AHRI National Convention, Sydney, 15-16 June, 2009
Conference Notes

Open Door is making these notes available upon the proviso that you understand these are our notes from the Conference – the key points that we picked up and interpreted. They do not represent an exact replica of the speakers keynote and they may be inaccurate! If you're happy with this – read on!

Keynote Concurrent Session – Tuesday 16th June, 2009

Carlton Lamb

1A: Excellence in communication

Notes:

The four rules:

1. Don't change! You are interesting, bad luck!
2. Everyone else is more important than you
3. It's the passionate pursuit of an objective
4. Be specific

What we see: From nervous to confident - **got to feel comfortable in the space – OWN the room

We listen with our eyes – eyes are loud!

Volume – Emphasis – Weight (voice and body) – Time → Silence is OK

Communication so often done so badly!

1. Content – what language do you use?
- What do you choose to say that creates the impact?
2. Performance – how do you do it?
- confidence and engaging

BEDROCK – LISTENING is the most important component of excellent communication!!!

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