

# The Art of Face-to-Face

## Communication Skills that Produce Results

### A Webinar with Larry Kendall

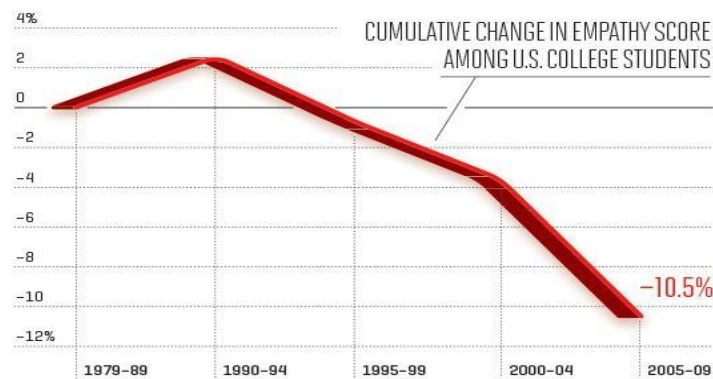
#### 1. Three Critical Skills

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

#### 2. Empathy: "The ability to understand and share the feelings of another."

Empathy starts with \_\_\_\_\_.

#### 3. Empathy today:



#### 4. Quality of Communication:

7% \_\_\_\_\_

38% \_\_\_\_\_

55% \_\_\_\_\_

#### 5. The Power of Your Vibe





- Working the Sidelines
- Your Committee
- Working your Listing
- The Open House
- Your Network (and your authenticity)

“Life happens at the level of movement – not words”