

Presenting Your Ideas and Suggestions

1. Make sure your plan is thoroughly analyzed and fully developed.

- Assemble your information and get your facts lined up before seeking to persuade your boss.
- Provide supporting evidence for every point you want to make.
- Present your ideas and suggestions in value added terms instead of what you want. Before offering up a new idea, ask yourself how this idea will make the organization better.
- Communicate carefully why the proposed course of action is necessary for the organization and how it can be accomplished with minimum upheaval to process and employees.

2. Be sure your ideas and suggestions are responsive to the concerns of all parties involved.

3. Mobilize the support of those whose backing would be essential for whatever you are suggesting.

4. Respect your boss' time:

- Always ask if it is a good time.
- Try not to interrupt several times a day.
- Use e-mail or written communication when appropriate.

5. Pace your communication. Don't overwhelm your boss with more than he/she can comfortably take on at one time.

6. Use "we" and "us" phrasing instead of "I" and "my." Think, speak, and convey team.

7. When making a suggestion:

Phrase it: Have you considered...?

Instead of: I think you ought to...

8. Make sure your boss knows all the options.

- 9. Don't drone on. Present your situation or problem as briefly as you can.**
- 10. Anticipate questions and have ready answers.**
- 11. Don't push too hard. Say less, listen more, and explain more.**
- 12. Remember that gentle, consistent pressure over time are your best friends in accomplishing change.**
- 13. Keep the prize in mind to carry you through hardships, setbacks, belligerent opponents, and wavering bosses.**

Professional Presence

- 1. Stand up straight to feel more alert and look more confident.**
- 2. Keep movements simple and graceful.**

Hesitant or jerky motions make you appear nervous or timid.
- 3. Use natural gestures to reinforce your verbal messages, but avoid being overly dramatic.**

Hands on hips, pounding fists, crossed arms, etc., tend to make other people feel uncomfortable.
- 4. Remember that your mood is written on your face:**
 - A smile says, "Welcome."
 - Eye contact conveys self-assurance and trustworthiness.
 - Shifty eyes can be interpreted as nervous or sly.