

# Expert advises to learn to speak in the moment

If you've ever walked away from a conversation thinking "why did I say that?" and wishing you had said something different, Pamela Ziemann has some advice on how to say what you want to say in the moment.

Ziemann knows that feeling of wishing you had said something else. She used to have a difficult time thinking on her feet and decided to change. She now travels all over the world teaching others what she has learned that will help them say what's on their minds. Ziemann's vision is of a world where people enjoy their work and can freely express their ideas.

In the business world, we have all had that "foot-in-the-mouth" sensation at



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Tri-City  
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our full attention to the person who is

one time or another. Ziemann offers five simple steps to help us communicate with our clients and respond to a question well.

■ **Really listen to the question being asked.** This may sound simple, but often times we are preoccupied and don't truly listen. We tend to multi-task and not give our full attention to the person who is

speaking. If we take the time to focus on the question, we stand a better chance of giving a good answer.

■ **Pause and take a breath.** Taking a moment to breathe helps provide the oxygen or fuel the brain needs to work properly. The few seconds that it takes to breathe will help you sound proactive rather than reactive in your answer.

■ **Repeat the question.** You don't want to do this for every question, but in some instances where a question is particularly difficult, repeating the question can help you understand what is being asked. It gives you a moment to align yourself with the person asking the question so that you are both on the same page.

■ **Respond honestly.** Often times we tend to respond with what we think the person wants to hear. If we give an honest response, our sincerity will create trust with the person we are talking to.

■ **Know when to stop talking.** Pay attention to the person's body language and know when you have said enough. Sometimes we get so concerned with making sure we get all our information out that we don't realize that our audience has tuned us out.

What Ziemann teaches is how to have honest, successful conversations with clients, employers and other people we interact with.

She offers a safe place in her workshops where people can practice the

skills she teaches without embarrassment. Some advice that she gives when "closing the deal" is to be very clear and organized in your presentation, she says, and "don't add information that isn't necessary."

She continues, "People buy from those that they know, trust and like so stay connected and be vulnerable with your audience. Don't be afraid to show your personality."

Ziemann loves to share her ideas with companies and welcomes Web site visitors at [www.pamelaziemann.com](http://www.pamelaziemann.com).

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