

# “Think and Speak” Communications Tip Card Sheet

## THINK ON YOUR FEET



Every solution requires you to:  
**PAUSE and ASK yourself a question**

### # 1 - Problem: Unsure How to Respond

**Remedy:** Buy yourself time to think

**How?** Ask yourself ...

“Which method will buy me time?”

- a) Ask the other person a CDE question:
  - Can you clarify...
  - Can you define...
  - Can you give me an example...
- b) Rephrase the question
- c) Comment on the question

### # 2 – Problem: Unorganized Thoughts

**Remedy:** Apply the THINK 3 guideline

**How?** Ask yourself...

How can I apply THINK 3?

- a) Focus on the three most important items
- b) Focus on three major categories
  - Sequential
  - Physical
  - Functional

### # 3 – Problem: No Clear Point

**Remedy:** Get a vision of your goal

**How?** Ask yourself...

“What do I want to achieve?”

When what you want to achieve is clear,  
respond with a P.S.

P = Point/Position

S = Supporting Example

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### # 4 – Problem: Too Many Filler Words

**Remedy:** Increase your awareness of  
these killer fillers:

*uh, ah, you know, so, well, and & like*

**How?** Ask yourself...

“What did I just say?”

Note how often you use these filler words. Note  
how much others use them. When you hear others  
use them, make a mental note. This will help you  
be able to hear your own filler words.

### # 5 - Problem: You Repeat Your Words

Why might you be doing this?

- Not listening to yourself
- Don't think others listen to you
- Don't believe in the power of your words
- Not comfortable with silence

**Remedy:** Learn to listen to yourself

**How?** Ask yourself...

“Am I repeating myself?”

PAUSE – and resolve to be more comfortable  
with the silence.

### # 6 – Problem: You Are Being Challenged

**Remedy:** Use this three step approach  
before responding

**How?** Ask yourself...

1. “What is the key word(s)?”
2. Ignore all the “charged” words
3. Rephrase the question to yourself

#### Example

Question: Why is your project so complex?

1. “Project” is the key word
2. “So complex” are the charged words
3. Rephrased: “How did we develop this project?”

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