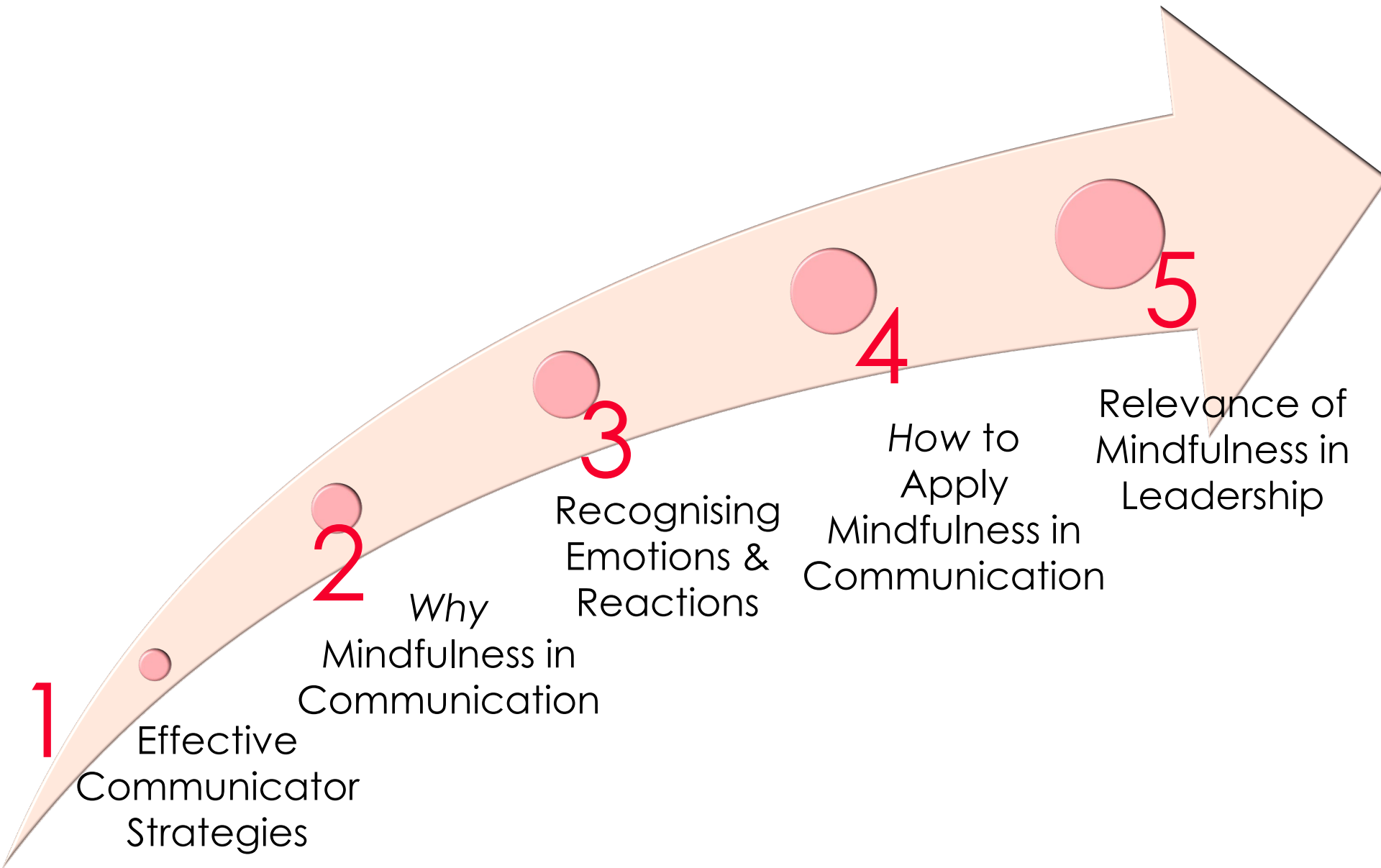


Kasia OM

A person is shown from behind, sitting in a meditative lotus position on a beach. The background is a soft, out-of-focus sunset over the ocean, with warm orange and yellow light reflecting on the water. The person's hands are resting on their knees in a mudra. The overall mood is peaceful and contemplative.

Executive Assistant As A **Mindful** Leader and Communicator

Presented by: Kasia Orłowska-Meinen





How Can Mindfulness
Enhance Your
Communication Skills,
and ***Why*** Is It ***Important?***



The Context: Costs of Poor Communication

Communication Challenges Lead to:

Financial Loss

Misunderstandings

Undesirable Outcomes

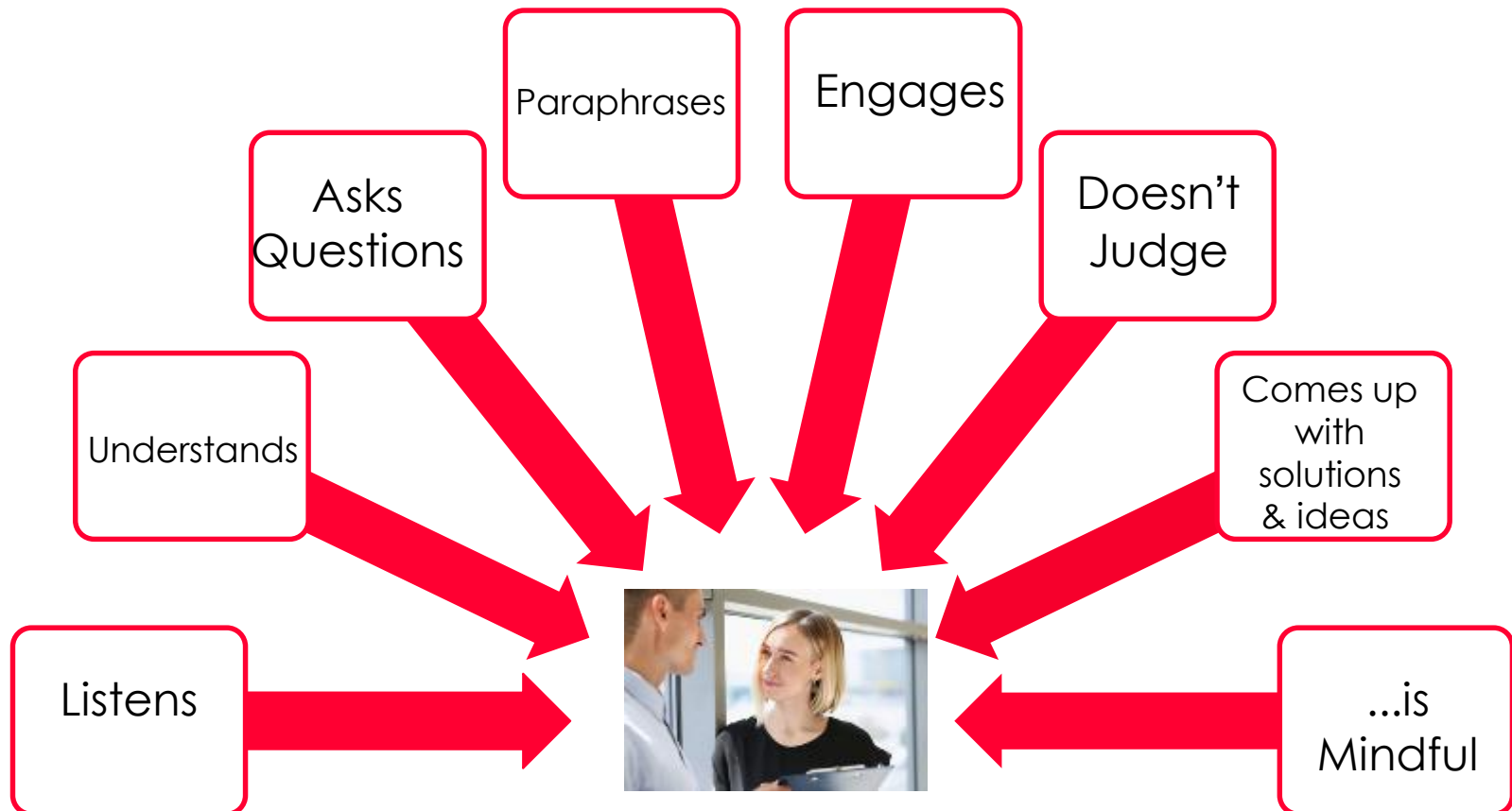
Delays

Low Self Esteem



1. Effective Communicator Strategies

Effective Communicator





2. Why Mindfulness in Communication

Mindfulness – Why?

Because what stops us from being
an Effective Communicator
is (Negative) Self Talk.

...and **Self Talking** is the opposite
of being **Mindful**.

When We Self Talk We...

Know it all and don't allow for other perspectives

Are not curious and don't ask questions

Listen to respond, not to understand

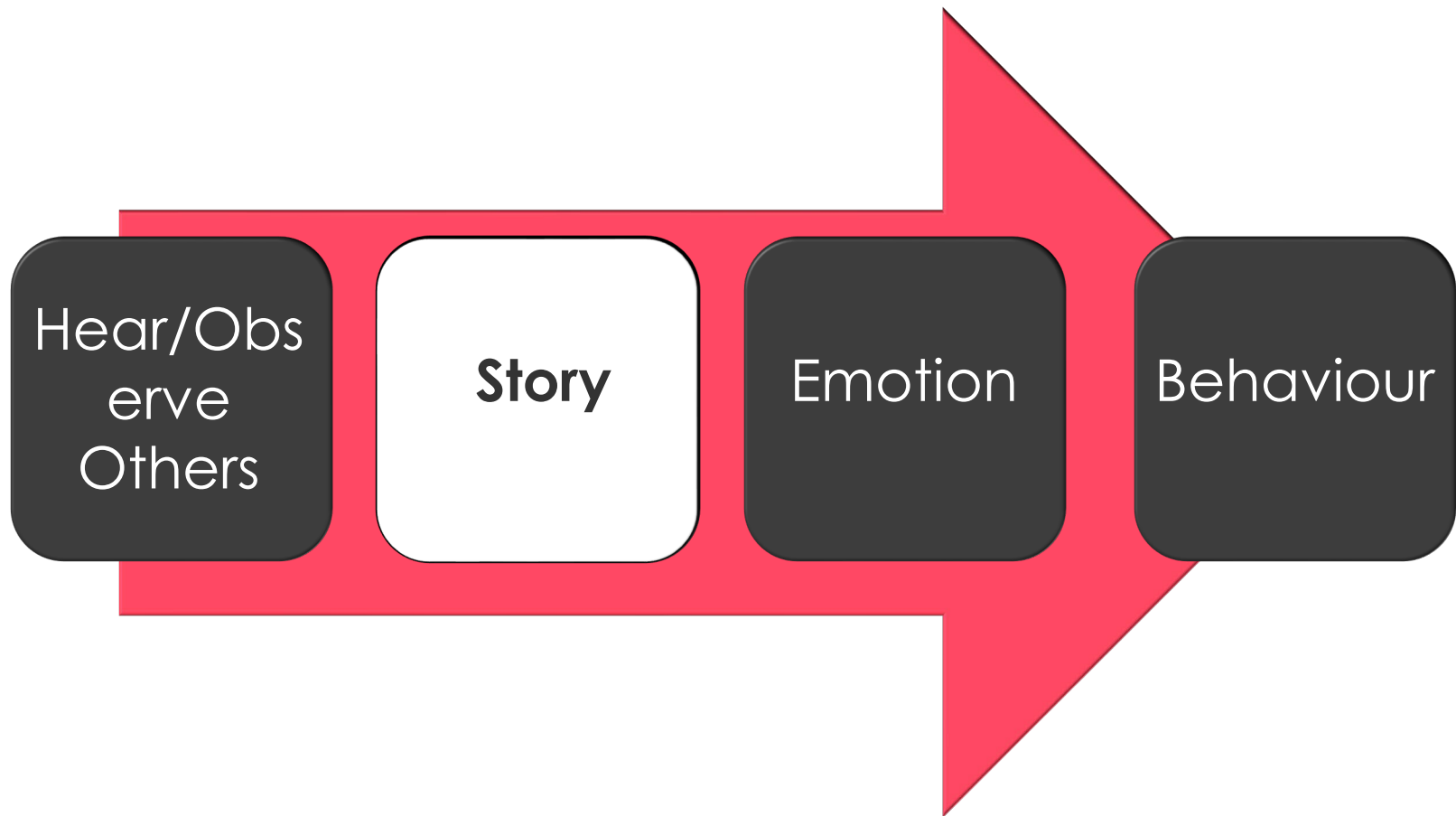
Are less engaged, connected and understanding





3. Recognising Emotions & Reactions

What Else Does Self Talk Impact?



Our Story Is Influenced By:

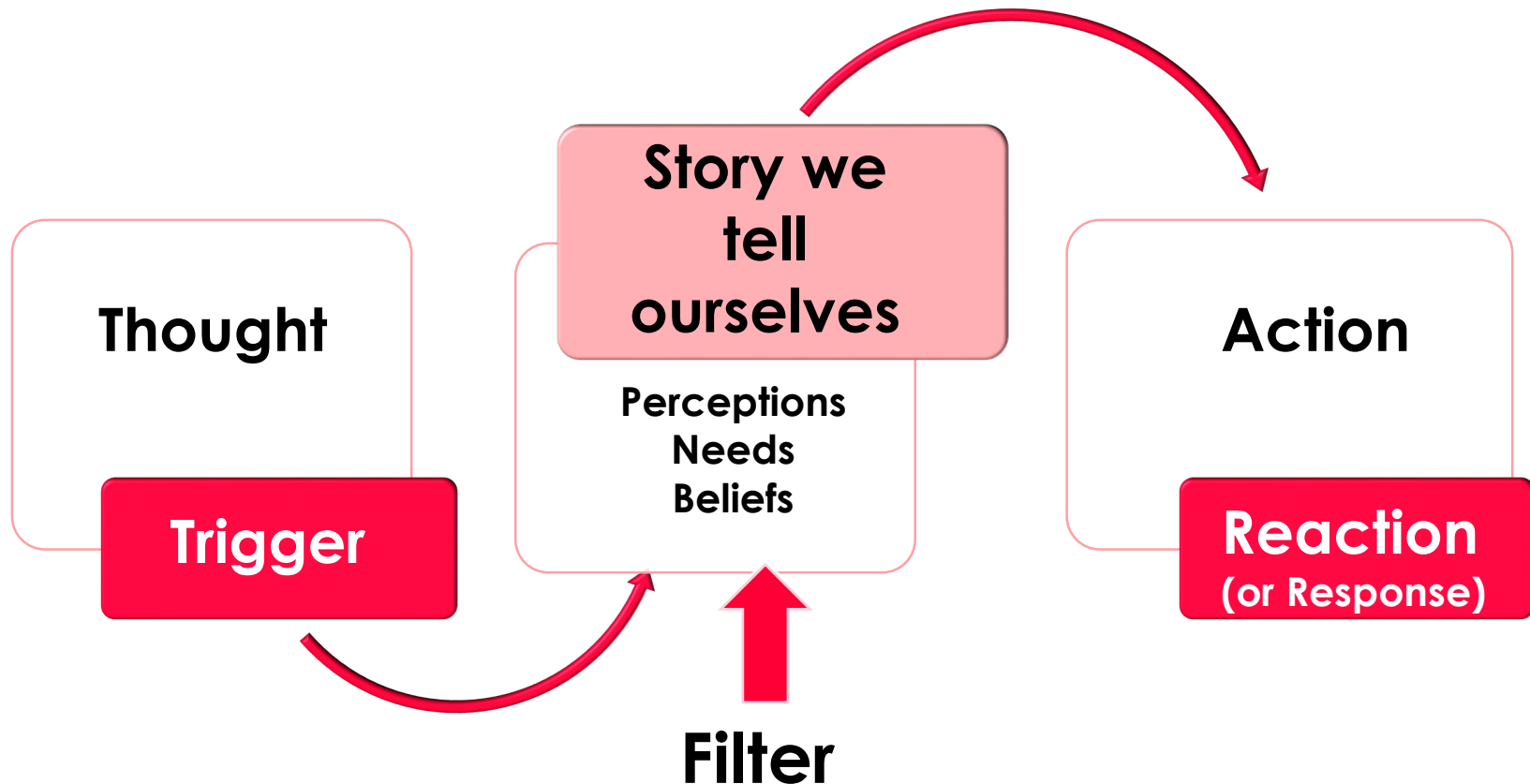
**Internal
factors**


- ✓ **Our Beliefs**
- ✓ **Values**
- ✓ **Needs**
- ✓ **Expectations**

**External
factors**

- ✓ **Others' Expectations**
- ✓ **Moods**
- ✓ **Behaviours and Demands**
- ✓ **Others' Communication Style**

Thoughts Impact Communication





“Nothing in this world is
good or bad but
thinking makes it so.”

– William Shakespeare –



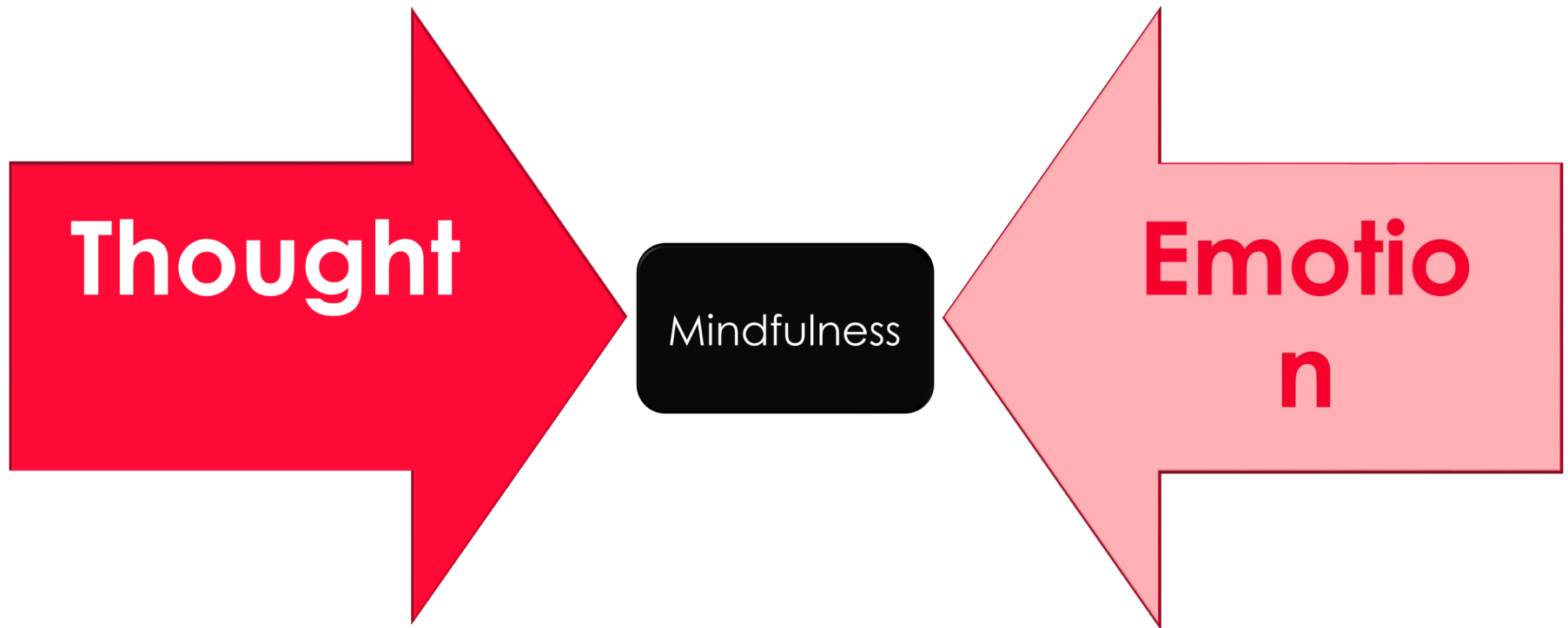
4. Applying Mindfulness in Communication to Respond

Mindfulness

*Being able to focus on the present moment
on purpose and without judgment.*



Creating Perspective – A Gap



Practicing Mindfulness

Breath

**Connect
with
Senses**

**Count to
10**

Pause

Nature

Respond, Not React

Change
Perspective

Apply
Empathy



Kasia OM

Change Perspective - Empty Your Cup



Change Perspective - Beginners Mind

初心

In the beginner's mind there are many possibilities, in the expert's mind there are a few.

Shunryu Suzuki

Change Perspective

Reverse lens

What would the other person in this situation say and in what ways might that be true?

Long lens

How will I most likely view this situation in 6 months time?

Wide lens

Regardless of the outcome of this issue, how can I grow and learn from it?

Respond, Not React

Change
Perspective

Apply
Empathy

Applying Empathy

People want the same things

**To be understood
To be seen and heard**

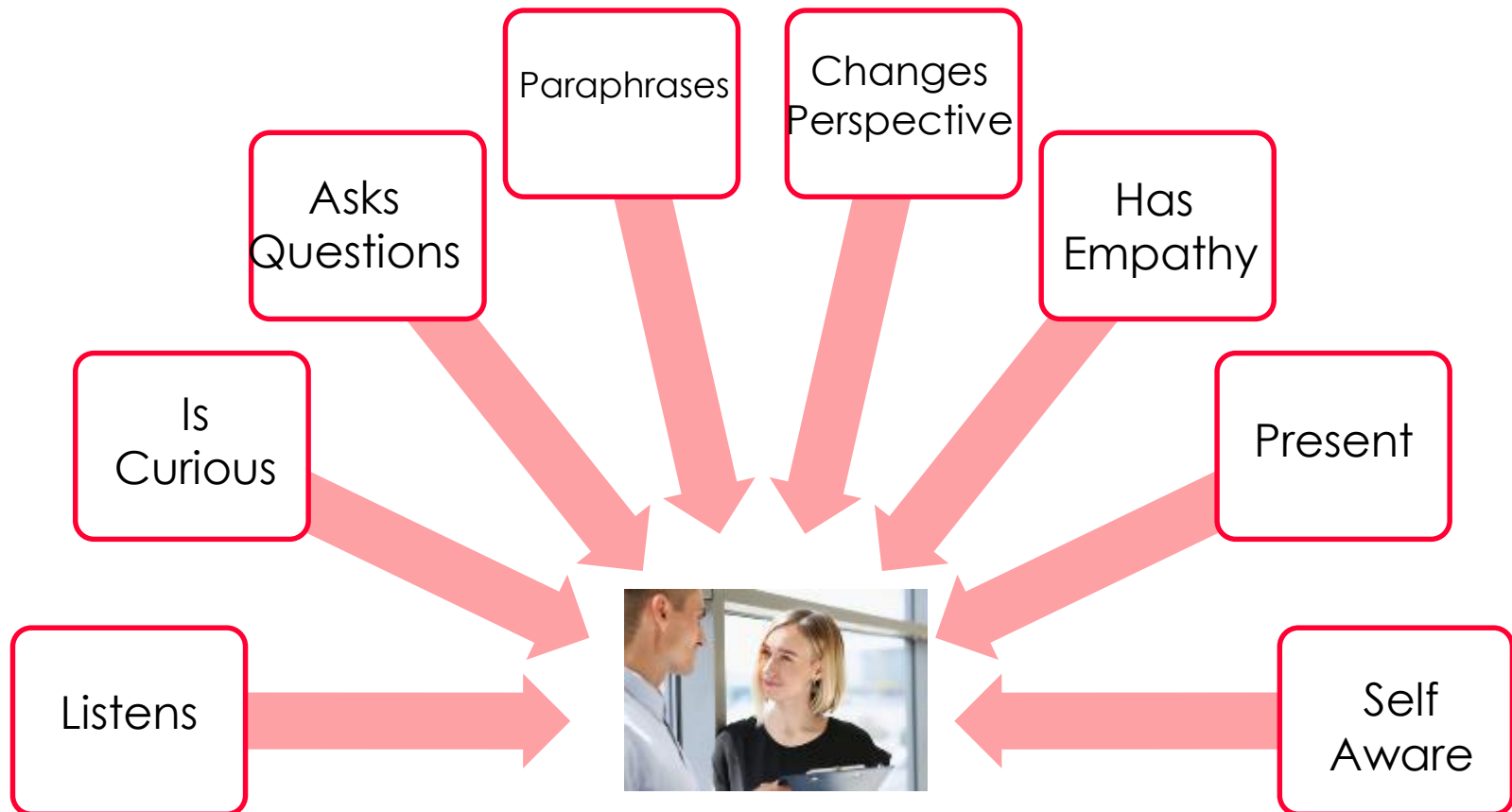
There is something unique about each person

**Ask them
Be curious**

People trust those who are open & not 'perfect'

Be open, honest and vulnerable

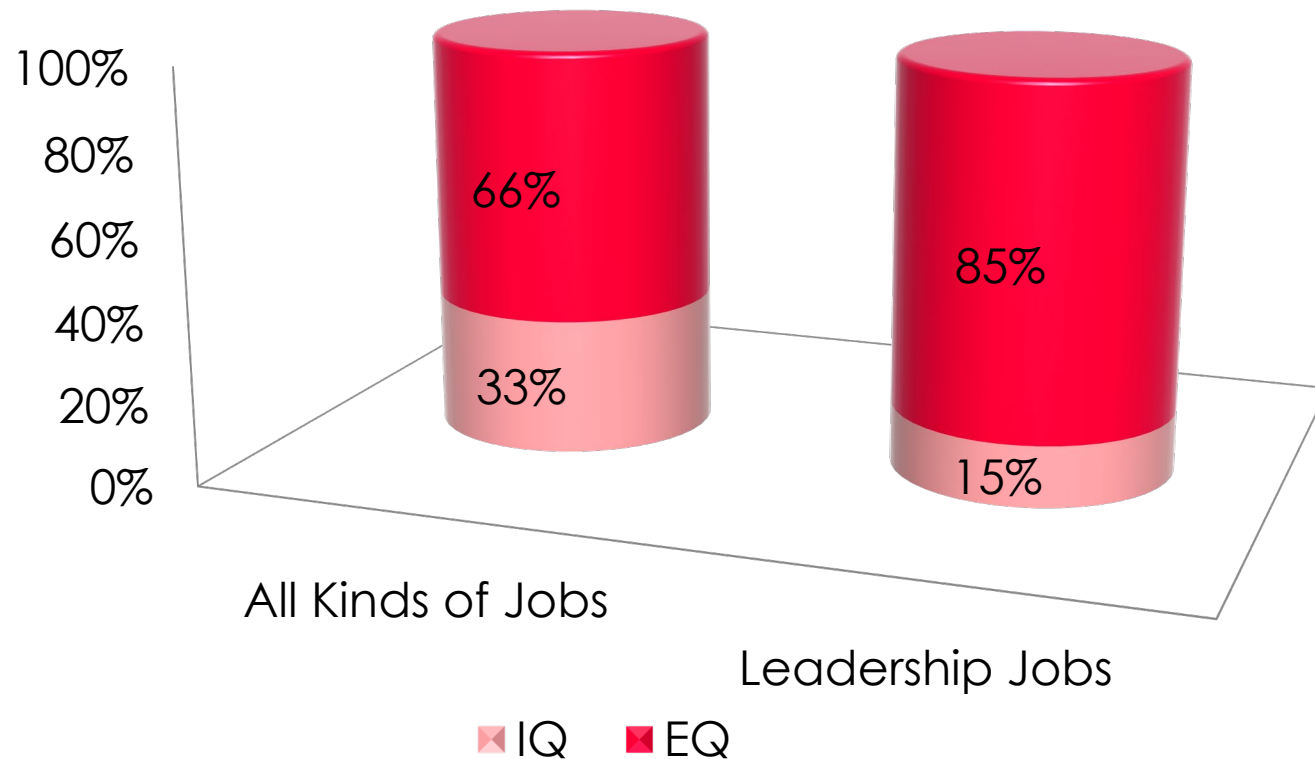
Mindful Communicator



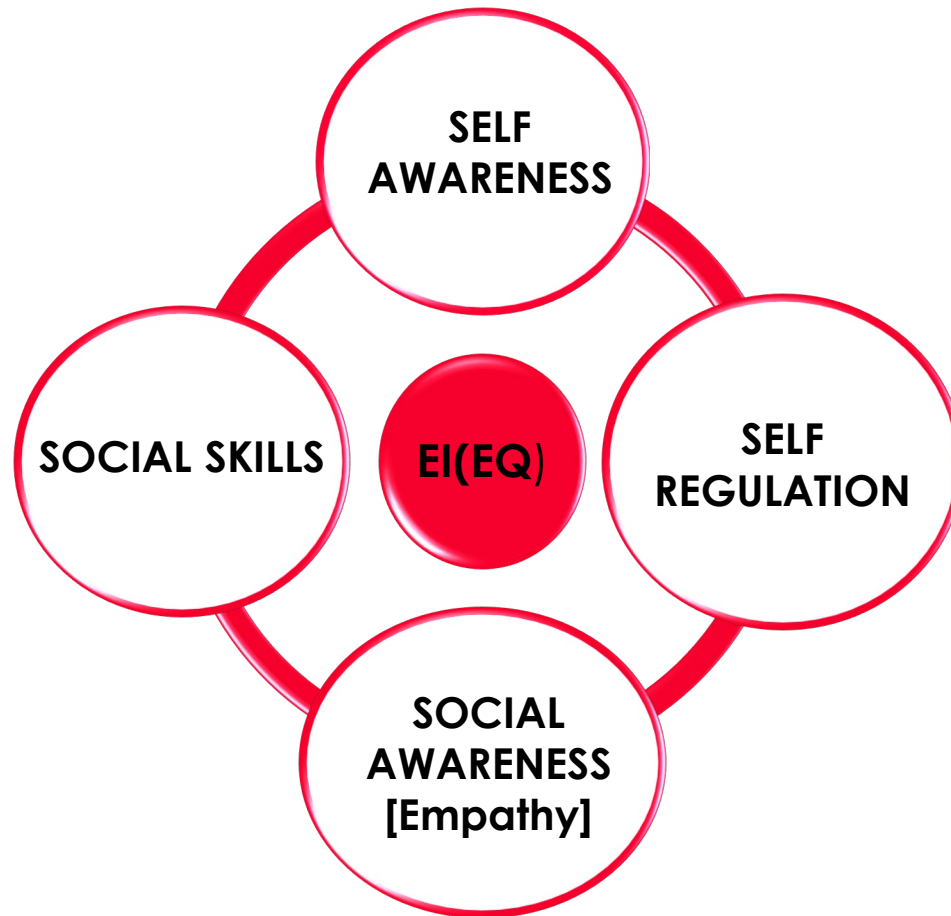


5. Relevance of Mindfulness in Leadership

EQ in Leadership



Emotional Intelligence



“Mindfulness in Practice’ Challenge

★

Don't react,
get back to
them later

3

★ ★

Practice Pause
and Awareness
Exercise
regularly

Create Space in
conversation
and respond,
instead of
reacting

2

★ ★ ★

Meditate
Connect
Be Grateful
Daily

Apply Lens
questions

Respond, and
not react in
situations

1

Thank You!

Kasia Orłowska-Meinen

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