



# Cool, Calm & Connected

...every time you speak

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## EVENTS CALENDAR

From Feb 1, 2011  
2 Coaching Programs

DIY – e-learning.  
Do It With  
Geraldine  
(Phone, Skype,  
Face)

Feb 19 – Apr 2, 2011  
7 Week Course  
Face to Face Group  
Byron Bay Area, NSW

June 17-19 2011  
3 Day Intensive  
Byron Bay Area, NSW

October 2011  
4 Day Retreat  
Women Only  
North NSW, Australia

### Quick Survey

#### What's Your Biggest Public Speaking Fear?

- Boring people
- Appearing nervous
- Going blank
- Exposing too much

"It's a great personal development program about finding your authentic voice"

## Cool, Calm & Connected Ezine

**For People Who Work With People.**

Email the Goddess Of Public Speaking for help with communication & interpersonal etiquette for your sticky situations.

**January / February 2010**

Published by Geraldine Barkworth every 2 months & emailed to confidential subscriber lists.

Back issues: [are available here](#)

### "Dear Goddess of Public Speaking":

"I have some difficulty with asserting and bringing a group or client back to the topic and staying focussed. Maybe I don't set the goal or make it clear from the beginning?" A.D., Social Worker

### " Verbal Drift "

Mmm, pesky things, groups and clients. Why do we have to take responsibility for everything!

Ok, I think you have answered your own question.

Speaking one on one with a client or working with a group necessitates that you are clear from the start. After all, they have come to you for help, direction and clarification.

If you don't know where you are going, how on earth will they? In fact, an assertive client / group is likely to challenge your authority and you'll drift even further from your topic. So,

1. Decide in advance of your client / group, your purpose and anticipated outcome. In other words, what do you want for you, and what do you want for them?



Geraldine Barkworth  
Wholistic Public  
Speaking Coach,  
Australia

## FREE E-NEWS

Your Public Speaking problems solved by The Goddess.

- Quirky, Practical, Fun & Thought-Provoking.
- Read How The Goddess Of Public Speaking Solves The Challenges of Interpersonal Communication

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## OUR SHOP

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## What's Your Biggest Public Speaking Fear?

- Being judged / mocked
- Feeling Unheard
- Answering questions

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## NERVOUS?



Learn to manage speaking nerves with the Inner Calm exercise.



2. Be clear about you are capable of offering the client / group. In other words, what can you do and what can't you do? What are your limits on this topic?

3. Anticipate likely questions, requests and objections.

4. Check in with your internal Calm & Present Barometer – in other words, just how are you feeling today? Defensive? Premenstrual? Keen to get a coffee? Make sure your needs are attended to, so you can focus clearly on assisting your client / group.

5. Take charge from the beginning. Give the client / group a brief overview of the session, purpose and outcome. In other words, tell them what you'll be talking about, what you expect to achieve and ask what they expect to achieve. Checking in with them means you are clear from the beginning and serves to unite the group / client with a common purpose and direction. (Nothing worse than someone saying, "Whoops, I thought this was a Wealth Mindset Session.")

6. If you drift away from the topic – take a breath, pause – wait for eyes to come back to you – and say brightly " Oh my, we've strayed from the topic. We agreed we'd be talking about blah blah and we've only got 20 minutes left. In order to achieve what we agreed on – I need to come back to our topic. OK with you?" Renegotiate or continue as agreed.

Humans are herd-like in nature; we like to follow a leader. By establishing trust and rapport and demonstrating your capacity to lead, you'll find it easier to keep the client / group focussed on the topic. Acknowledge out loud when you experience verbal drift (a normal occurrence). This allows you to take ownership and confidently assert redirection.

Communicating with clients / groups is a continual process of listening and readjusting. It needs to be a balance of giving and receiving – otherwise one side can feel unheard. In which case one of you is left drifting out to sea, and the topic, is long forgotten.

### What's New

**3 Day Intensive, Fast Track Public Speaking For Professionals.**

June 25, 26 & 27, 2010, **SOLD OUT**

**5 Day Transformational Speaking Retreat for Women only.**

October 16 – 20, 2010. Byron Bay area. 5 places still available.

If you are finally going to learn public speaking, why not do it in comfort & style?

Visit the Cool, Calm & Connected 2010 [Calendar of Events](#) and book your place now.

### Cool, Calm & Connected Barometer

If you need a boost, try Cool, Calm & Connected's Inner Calm exercise

#### The Calm Kit



\$16.95

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# Barometer

Rate between 1 and 10  
how cool, calm & connected  
you are feeling right now.

When you speak and lead with natural ease and authenticity, you will be closer to 10. When you feel scattered, distracted or unconfident, you will be closer to 1.

1	3	5	7	10
Anxious	Unsettled distracted or jittery	OK can handle most things	Confident and competent	Fully relaxed in the flow of the moment

**What To Do:** If you are above a 7 today, notice what's working well and keep doing it. Accept that daily variations in confidence and clarity are normal and natural.  
If you are below a 7 today, practise the 6 minute Inner Calm exercise.

## Wordplay

### "Mellifluous"

"Flowing and sweet, as though like honey."

**Sample Sentence:** "Her mellifluous voice lulled my senses and I forgot she was flogging a mobile phone plan. Entranced, I reached for my credit card..."

**Pronunciation:** mel·lif·lu·ous

**Possible Origin:** Middle English, 1375–1425

**Synonyms:** melodious, musical, dulcet, harmonious.

*Be eloquent & accurate  
every time you speak.*

Email Geraldine with your favourite  
Word

<http://dictionary.reference.com>

<http://www.wordsmyth.net/>



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