

3 Skills You Can Improve Right Now

Improving these business skills can have a big impact on your career.

1 PUBLIC SPEAKING

Conquer fear with a game plan.

- **Podiums** disconnect you from the audience. Grab the mike and wander the stage.
- **Eye contact** is your friend. Looking at people one by one shrinks the room.
- **Questions.** If you're stumped, talk about your team: "We're lucky to have an expert on that. I'll get you in touch with him later."

2 NEGOTIATING SKILLS

Using the right phrases matters.

- **How did you come up with that number?** Opens a window into the other side's thoughts.
- **Let me check with my wife.** Or husband, or boss. Stops you from saying yes prematurely.
- **If things change, give me a call.** Put the burden on them.

3 MEMORY SKILLS

Never confuse Don with John again.

- **Introduce yourself first** so you can focus on the other person.
- **Connect the name to your brain.** When you meet a guy named Bill, think of other Bills you know.
- **Use the name three times.** Once to confirm you have the name right, then in mid-conversation, and again when you say good-bye.

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