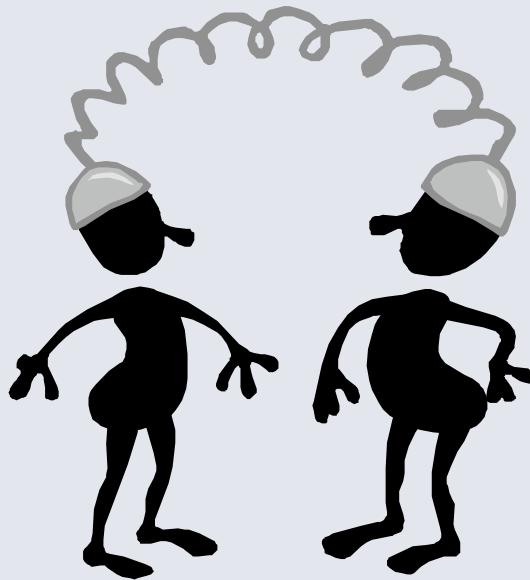


Module V

How to Become a Better Communicator



When Sending a Verbal Communication

- ❁ Be certain what you want to communicate.
- ❁ State the purpose of the communication as well as the outcome.
- ❁ When appropriate, say how you **feel** about what you are about to say.
- ❁ Deliver the communication.
- ❁ Notice the response while it is being received.
- ❁ Ask for feedback.
- ❁ Notice what you are perceiving non-verbally (if it doesn't match with the words you hear).

Guidelines to Become a Better Communicator



- ❁ Select the proper time and place (in person, phone or email)
- ❁ Organize your thoughts before communicating
- ❁ Choose the appropriate medium and method
- ❁ Be precise and refer to specific incidents
- ❁ Elicit feedback to ascertain understanding
- ❁ Be open and explain your intentions and objectives
- ❁ Write e-mails when you are not upset
- ❁ When delivering problematic news, offer solutions

Guidelines to Become a Better Communicator

(continued)

- ❁ Provide the receiver with an opportunity to talk
- ❁ Notice the person's body language
- ❁ Listen to what is being said
- ❁ Listen to what isn't said
- ❁ Avoid words like "always" and "never"
- ❁ Use "I" messages
- ❁ Be willing to address what you are receiving non-verbally
- ❁ Do not repeat things said by others (hearsay)

When Receiving a Communication

- ❁ Stop what you are doing, focus your attention on the sender, and actively listen to what is being said.
- ❁ Listen without judging.
- ❁ Restate what you have heard.
- ❁ Ask for confirmation, or clarification.
- ❁ Allow points of view that are different from yours.
- ❁ Breathe, focus on taking deep breaths
- ❁ Respond
- ❁ Ask the person what is next

Attitudes and Actions that Prevent You from Listening

- ❁ Preoccupation
- ❁ Reliving the past
- ❁ Projecting into the future
- ❁ Rehearsing your lines or response
- ❁ Absorbing information
- ❁ Blocking/closing to new information



Attitudes and Actions that Prevent You from Listening

- ❁ Distractions
- ❁ Lack of interest
- ❁ Preconceived notions
- ❁ Getting stuck on a word or idea
- ❁ Language barriers
- ❁ Time
- ❁ Judging prematurely
- ❁ Non-verbal communication

