

Top 5

tips for

Communicating your way to Success

1 Know your Audience

What do they need?

What do they value?

How does your message affect them?



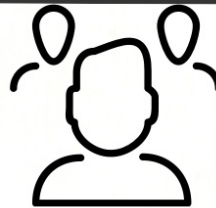
COMMUNICATION MEDIUMS



Posting E-bulletins / Memos Letters / E-mail Voicemail / Telephone E-meetings / Face to face meetings



What knowledge do they have?



Choose your Channel 2

Presentation Matters 3



Facial expressions



Breathing

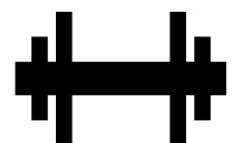
Tone



Body Language



Non verbal Cues



Put away distractions.

Show engagement physically.

Paraphrase for clarity.

Look at Speaker.

Save thought for later.

Respond at appropriate times.

Don't judge.



Use Active Listening

4

Be confident.

Stick to the facts.

Consider the other person's feelings.

Avoid placing blame.

Don't assume.

Check you emotions.

5 Think Before You Speak

Want to learn MORE about communicating successfully? Check out our training options!

Designed by:

