Communication

Top Ten Communication Tips
1. Listen Carefully & Think
   Before Speaking
2. Discuss Positive Feelings
3. Use Good Timing
4. Consider Other’s Needs
5. Use “I” Messages
6. Speak Clearly & Specifically
7. Be Open-Minded
8. Encourage Others to Communicate with You
9. Respond Positively to Constructive Criticism
10. Be Honest

Communication Styles
Direct--This communication style is very efficient and authoritarian. Individuals who display this communication style like to feel “in charge” and seek quick action. This can be seen by others as blunt and individuals as poor listeners.

Talkative--This communication style is persuasive and non-confrontational. Individuals who display this style want to be successful and popular. They tend to work things out as they are speaking and don’t always think before speaking.

Sincere--This communication style is centered on cooperation and honesty. Because they want to look at all angles of a situation or problem, others may see them as indecisive and over analytical.

Organized--This communication style is thorough and detailed. They rely on structure and organized situations.

Non Verbal Communication Factors
• Voice--pitch, range, articulation, rhythm, volume, resonance, tempo, etc.
• Appearance--clothing, physical appearance, etc.
• Face & Eyes--smile, frown, glare, etc.
• Posture & Movement--slouch, fidgeting, tapping foot, clenched fists, etc.
• Personal Space--closeness to others, objects, etc.
• Physical Environment--rows of chairs vs. circle, podium, etc.

Communication Tips
Six Steps to Better Listening
• Learn to Concentrate--focus on what the speaker is telling you, try to understand details.
• Run a T.V. Test--with a friend, listen to a TV show--see how many of the ideas you can remember.
• Cut out distraction--turn off the stereo/TV or put down the newspaper when someone is speaking to you.
• Accept controversy--realize there will be difficult subjects, work through them.
• Repeat instructions--practice repeating instructions and directions correctly.
• Help others listen--set a good example, listen to what others tell you.

Check Out These Books on Communication