



COMMUNICATION SKILLS

COMMUNICATION METHODS

Experts say that communication is composed of different methods: words, voice, tone and non-verbal clues. Of these, some are more effective in delivering a message than others. According to research, in a conversation or verbal exchange:

Words are 7% effective
Tone of voice is 38% effective
Non-verbal clues are 55% effective

Non-verbal clues include:

Body language (e.g., arms crossed, standing, sitting, relaxed, tense), Emotion of the sender and receiver (e.g., yelling, speaking provocatively, enthusiastic). Other connections between the people (e.g., friends, enemies, professional similarities or differences, personal similarities or differences, age similarities or differences, philosophical similarities or differences, attitudes, expectations).

COMMUNICATION ELEMENTS

ELEMENTS OF SPEAKING:

- Body language
- Voice quality
- Intention
- Manner: directness, sincerity
- Dress and clothing (style, color, appropriateness for situation)
- Visual aids, animation
- Eye contact
- Emotional content, energy, strength
- Self-concept
- Concept of others
- Listening, hearing the underlying message
- Speaking from the heart
- Energy
- Setting, time, place, timing
- How the messenger holds the message
- Sensitivity
- Rhythm and pacing
- Attitude and confidence
- Rapport
- Agenda
- Purpose of communication - knowing what you want to communicate
- Clarity
- Silence, centering, looking

ELEMENTS OF LISTENING:

- Attentiveness to speaker
- Eye contact
- Intention be fully awake and aware
- Openness: to other person and your own
- Paying attention
- Listening to yourself
- Feedback
- Body language
- Change in pattern
- Expectations about person speaking, about their message, about their agenda



MAKE CONVERSATIONS TACTFUL:

- T** = Think before you speak
- A** = Apologize quickly when you blunder
- C** = Converse, don't compete
- T** = Time your comments
- F** = Focus on behavior - not on personality
- U** = Uncover hidden feelings
- L** = Listen for feedback

Other DO's and DON'T's to Accompany *T-A-C-T-F-U-L* Strategies

- DO be direct, courteous and calm
- DON'T be rude and pushy
- DO spare others your unsolicited advice
- DON'T be patronizing, superior or sarcastic
- DO acknowledge that what works for you may not work for others
- DON'T make personal attacks or insinuations
- DO say main points first, then offer more details if necessary
- DON'T expect others to follow your advice or always agree with you
- DO listen for hidden feelings
- DON'T suggest changes that a person can not easily make.