

HINTS AND TIPS:

COMMUNICATION

- **Listening is key to effective communication!** - Really listen to what the other person is saying, instead of formulating your response.
- **Ask for clarification to avoid misunderstandings.**
- **Have one conversation at a time.** For example, if you are speaking to someone on the phone, do not respond to an email, or send a text at the same time. The other person will know that they don't have your undivided attention.
- **Body language matters.** Make sure that you appear accessible, so have open body language.
- **Check your message before you send.** Double check what you have written, to make sure that your words are communicating the intended message.
- **Be brief, yet specific.** For written and verbal communication make sure you provide enough information for the other person to understand what you are trying to say.
- **Sometimes it's better to pick up the phone.** If you find that you have a lot to say, instead of sending an email, call the person instead. Email is great, but sometimes it is easier to communicate what you have to say verbally.
- **Think before you speak.** Always pause before you speak, not saying the first thing that comes to mind. Take a moment and pay close attention to what you say and how you say it.
- **Treat everyone equally.** Do not talk down to anyone and treat everyone with respect.
- **Maintain a positive attitude and smile.** Even when you are speaking on the phone, smile because your positive attitude will shine through.