

Ten Tips to Clear Communications

Sylvia Henderson

- (1.) **Kick the “but...”** “Yes, but...” cancels the positive and alerts the listener to be wary of what comes next.
- (2.) **Keep your hand away from your mouth.** Words sound muddled and muffled when you cover your mouth and impede airflow.
- (3.) **Pause** after commas, colons, semi-colons, and periods in sentences.
- (4.) **Be silent after you ask a question.** Allow the other person time to answer.
- (5.) **Seek to understand** by asking the speaker to tell you more. This encourages more information and clarifies the message.
- (6.) **Focus completely on the person** who is speaking—without doodling, writing, typing on a keyboard, or watching something else.
- (7.) **Make yourself approachable.** Smile. Make eye contact. Act “naturally” rather than stiffly or exaggeratedly.
- (8.) **Give a firm, dry, warm handshake.** Shake two or three times, then relax your grip and gently pull your hand away to end the handshake.
- (9.) When writing an **emotional electronic note**, write to the object of your emotions and then **send it to yourself**. You get a second chance to cut-and-paste or edit before you actually send the note.
- (10.) **End sentences** with periods on a down note. **End questions** with question marks on up notes. Ending statements on up notes sounds like you are uncertain about (questioning) your statements, causing the listener to doubt you or your information.
- (11.) (Bonus Tip!) **Study everything you can on being an effective communicator.** Seek resources in the library, online, in books and magazines, and by listening to newscasters and interviewers. Most importantly, practice the skills you learn so that communicating clearly is a part of your life “best practice.”

Celebrate Effective Communications Month in June!

The most important cog in the wheel of interpersonal relationships is communication. **Active listening, verbal, paralinguage, body language, and written communication skills** are the essence of how humans relate to each other personally and professionally. **This month is dedicated to learning how to, improving upon, and committing to communicating more effectively in our lives.** (*Chase’s Calendar of Events*)

Be a more effective communicator through the resources available at
www.SpringboardTraining.com/Educational_Tools.html.