

Effective Communication and Skills

Basic Communication Skills

- Listening
- Observing
- Questioning
- Steering Discussion
- Controlling Discussion
- Issuing Instructions
- Persuading and Influencing

Other skills may include: levelling, assertion, validation anger management, conflict resolution, problem solving, decision making and motivation.

Statistically, 80% of people who fail at work do so because they fail to relate to others and 70% of time is spent in some form of communication

Communication is the medium for human relationships and consists of content and style.

We usually communicate in one of 2 modes: EMOTIONAL (expressing feelings and understanding the feelings of others) and PROBLEM SOLVING (sharing information and sharing ideas).

Communication is not only about keeping people informed; it is also the main means of influencing behaviour.

Communication is about people first, and words second.

Some Tips for Good Communication	Ineffective Communicator	Effective Communicator
Find areas of interest	Tunes out dry topics	Seeks opportunities
Judge content not delivery	Tunes out with poor delivery	Simply judges content
Hold your fire	Interrupts or argues	Withholds judgement
Work at listening	Fakes attention	Exhibits active body state
Resist distractions	Easily distracted	Learns to concentrate
Exercise your mind	Resists complex and seeks light	Uses mind with heavy material
Keep an open mind	Reacts to emotive words	Interprets 'colourful' language
Capitalise on fact that thought is faster than speech	Daydreams with slow speakers	Weights evidence and challenges listens 'between the lines'