



These Top Ten Tips will help you to communicate more effectively with colleagues, customers and even friends and family!

1. What is your objective?

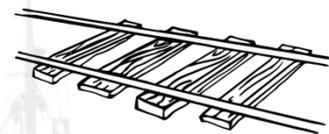
Always start by asking yourself, "What is my objective for saying or writing this?" If you know what your desired outcome from the communication is, you are more likely to be understood.

2. Keep it Simple

Can you get your message across in 60 seconds or less? If you can get your point across clearly and quickly, you will appear confident and knowledgeable.

3. Keep on track

This is a golden rule, ditch the waffle, and stick to the point.



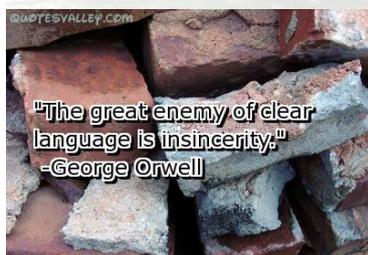
4. Body Talk

Much of our communication is visual, and so whenever we speak, our audience are watching for congruency. In other words, making sure that your non-verbal communication matches what you are saying and how you are saying it.

5. It's in the tone

Whenever we write something, the words often appear harsher than they would if we were actually speaking them. Our voice and body language can soften a message. So if you are about to send a really important email, read it to yourself several times, in different ways to ensure that it comes across in the way that you want – before you hit send!

6. Sincerity



In order to be seen and heard as credible, we must say what we mean, and mean what we say. Insincerity is easily seen through. If you don't believe your message, you can't expect others to do so.

7. Take Five

It's not essential to respond instantly, especially in some of the more difficult situations. Using holding phrases such as 'good question, let me look in to that and get back to you this afternoon', or 'this is an important issue, and I'm in the middle of something now, can we schedule to talk about it later today', buy you some time to prepare.



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Free Factsheet 6 Communicating Assertively Tips from Trainer, Mandy

8. Rehearse

All our communication skills can be improved with practice. The more you do it the better you'll get.

9. When the going gets tough

If you have a tricky situation to handle, take time out as per tip 7, rehearse as per tip 8, and maybe bounce your ideas around with a friend or colleague, who can give you additional perspectives.

10. Review

A little bit of reflection time, especially after an important meeting, call or a tough situation, is really useful when it comes to improving our communication. Ask yourself questions such as, what went well, what would I do differently, did I get the outcome I wanted.



Helping your team to communication more effectively

If you would like to improve the communication skills within your team one day courses are available as standalone events, or as part of a longer management programme.

Call or email Kate or Keith to discuss in more detail or to arrange a meeting



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