

Top tips for Communication

By Lynne Cooper

1. Listen

Pay *really* good attention to the person speaking and let go of the urge to interrupt, problem solve or offer an opinion.

2. Ask questions

Be curious and ask more about the person's opinion, brief or feedback to better understand and more carefully craft your response.

3. Use their words

Influence through using words the other person is using.

4. Acknowledge

Show that you understand someone's feelings or hear their perspective.

5. Use your body

Use eye contact, have open body language and remember to smile when appropriate.

6. Choose your medium

Communicate difficult messages face-to-face, avoiding messaging, and pick a good time for you and the other person.

7. Act confident

Pause, breathe deeply, speak slowly and articulate your words.

8. *And not But*

Present a different argument by expressing your opinion as a build with 'and....', rather than a dismissive 'but....'

9. Manage yourself

Notice your emotions and communicate only when you can be calm and controlled.

10. Stay flexible

If what you are doing or saying isn't working, do something different!