

EFFECTIVE COMMUNICATION TRAINING GUIDE 2020



Effective communication is about understanding the emotions and intentions behind presented information, and being able to process and reiterate said information in a clear way. Effective communication is as much about having a clear message as it is about intentional listening. One of the ways to ensure effective communication is to try and eliminate as many communication barriers as possible.

Common communication barriers include:

- Stress
- Lack of focus, active distractions
- Inconsistent body language
- Negative body language

The key to true understanding is engaged listening:

- 1) Pay attention to the speaker's tone of voice.
- 2) Give the speaker your full attention.
- 3) Be right-ear dominant.
- 4) Avoid interrupting or listening-to-respond
- 5) Show and reinforce interest with verbal and nonverbal cues, and eye contact
- 6) Put judgments and criticisms on the back burner
- 7) Provide feedback and reiteration to ensure clarity

Intentional communication of ideas involves several key aspects:

- 1) Speak slowly, loudly, and with conviction. Don't rush.
- 2) Enunciate your words and be careful not to mumble.
- 3) Be ready and willing to compromise.
- 4) Be assertive and direct. Honesty is important.
- 5) Always be polite and respectful.
- 6) Express negative thoughts in a positive way.
- 7) Receive feedback positively and graciously.
- 8) Know your limits and set healthy boundaries.
- 9) Practice empathetic engagement. Consider emotional/environmental factors that play into someone's opinion.
- 10) Do not force your opinions on others.