Foundations of Effective Communication

Communication is about relationship and sharing ourselves with another.

1. **BE A GOOD LISTENER**

Practice listening without anticipating what to say next. Most of the time a listener hears what is being said and is busily thinking of what to say next.

2. **KNOW WHAT YOU WANT TO SAY**

Write down your thoughts before hand. This will help you focus on what is important to you so you'll know what it is you want to say. If you have only a vague idea of what you want to say you will not be able to communicate effectively.

3. **USE TECHNIQUES FOR COMMUNICATION SO OTHERS CAN HEAR YOU**

Take responsibility through “I” statements. Using the words “YOU”, “IT”, “PEOPLE”, “THEY” deny or diffuse your part in the conversation. It is more effective to say “I am uncomfortable” than to say, “You make me feel uncomfortable.” It is clearer to your listener to say, “I am upset by this situation” than to say “People get upset in this situation.”

Questions are sometimes statements in disguise. “Why did you wear that dress?” can mean, “I don't like that dress.”

Qualifiers are self-deprecating. They distance us from our experience. Say, “I'm sad” instead of “I guess I'm unhappy.”

Nullifiers are used to avoid responsibility for what is true for us. Say, “I don't want to go to the play” rather than “I can't go.”
Helping Speakers, Trainers, Facilitators, and anyone who stands up in front of an audience become more confident, spontaneous, and effective.

WHERE ARE YOU STUCK?