

Effective Communication Tips

Human Behavior at Work, Davis and Newstrom

- **STOP TALKING:**

You cannot listen if you are talking.

- **PUT THE TALKER AT EASE:**

Help the person feel that he or she is free to talk.

- **SHOW THE INDIVIDUAL THAT YOU WANT TO LISTEN:**

Look and act interested. Do not read your e-mail while the person talks. Listen to understand, rather than to oppose.

- **REMOVE DISTRACTIONS:**

Do not doodle, tap, or shuffle papers.

- **EMPATHIZE WITH THE PERSON:**

Try to see the other person's point of view.

- **BE PATIENT:**

Allow plenty of time. Do not interrupt. Don't start for the door or walk away.

- **HOLD YOUR TEMPER:**

An angry person gets the wrong meaning from words.

- **GO EASY ON ARGUMENT AND CRITICISM:**

This puts the person on the defensive. He or she may "clam up" or get angry. Do not argue: even if you win, you lose.

- **ASK QUESTIONS:**

This encourages the speaker and shows that you are listening. It also helps to develop points further.

- **STOP TALKING!**