

101 Ways to Improve Your Communication Skills

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Objectives

- Communication
- Techniques
- Listening
- Speaking and Listening
- Speaking and Writing
- General Tips

Communication

- Speaking
 - Know what you want to say
 - Control Fear
 - Stop Talking and Listen
 - Think before you talk
 - Believe in your message
 - Repeat Major Points
 - Find Out what your Listener wants

Communication

- Techniques
 - Define Acronyms
 - Reduce Jargon
 - Level Objections
 - Use Humor
 - Anecdotes and Stories
 - Ask for feedback
 - Increase your vocabulary

Communication

- Techniques -continued
 - Eliminate Audible Pauses
 - Enunciate Clearly
 - Practice Pronouncing Words Properly
 - Exercise Tongue, Jaws and Lips
 - Make Eye Contact
 - Gesture

Communication

- Techniques -continued
 - Pause
 - Speak more slowly
 - Speak faster
 - Vary Your Volume
 - Watch your tone
 - Record your voice

Communication

- Listening
 - Prepare to Listen
 - Focus on the Speaker
 - Screen Out Distractions
 - Concentrate on the Message
 - Listen to Tapes while you commute

Communication

- Speaking and Listening
 - Ask Questions
 - Avoid Daydreaming
 - Accept Accents
 - Use mind mapping
 - Interview
 - Complaints
 - Telephone

Speaking and Writing

- Key Points
 - Write a Purpose Statement
 - Outline
 - Transfer Negative Emotions to Paper
 - Get to the Point
 - Explain Abstract words
 - Use Absolutes and Generalities Sparingly

Speaking and Writing

- Key Points - Continued
 - Ask for what you want
 - Use active verbs
 - Use gender neutral language
 - Cite Source of Statistical Data
 - Illustrate with personal examples
 - Express Emotion
 - Keep it simple (KISS) Method

Speaking and Writing

- Key Points - Continued
 - Paint verbal Pictures
 - Be Concise
 - Support Statements with Details
 - Watch Semantics
 - Quote Authorities
 - Consult Experts
 - Suppress emotion

Speaking and Writing

- Writing
 - Keep a Journal
 - Take notes
 - Write personal Notes
 - Write Effective business letters
 - Use Short Sentences
 - Communicate online

General Tips

- Reading
 - Read
 - Keep up with Current Events
 - Read Something Inspirational
 - Use the Internet

General Tips

- Non Verbal
 - Presence
 - Give Nonverbal Cues
 - Check Your Posture
 - Dress Appropriately
 - Smile
 - Touch
 - Shake Hands Properly

General Tips

- Attitude
 - Intend to Improve
 - Visualize
 - Be flexible
 - Be Likable
 - Commit to Being Truthful
 - Empathize
 - Don't take yourself too seriously

General Tips

- Attitude – continued
 - Eliminate Negative Feelings
 - Be receptive to New Ideas
 - Take Responsibility
 - Respect the Other Person's Point of View
 - Recognize the Impact of Stress on Communication
 - Be Real

General Tips

- Attitude – continued
 - Check Your attitude

General Tips

- Behavioral
 - Laugh
 - Use Good Manners
 - Recognize Manipulative Behavior
 - Recognize Condescending Manners
 - Avoid Words that Hurt
 - Change Abrasive Behavior
 - Handle Disagreements with Tact

General Tips

- Miscellaneous
 - Organize Productive Meetings
 - Consider Experience Level
 - Understand the Importance of Timing
 - Present a Good Personal Image

Questions



Thank You for Attending