

MENTAL HEALTH MOMENT






Communication



EFFECTIVE COMMUNICATION SKILLS

- 1** Have courage to say what you think. Be aware of your opinion and to adequately convey it to others.
- 2** Make eye contact. Whether speaking or listening, looking into the eyes makes the interaction more successful.
- 3** Don't send mixed messages. Make your words, gestures, tone and facial expressions match what you're saying.
- 4** Be aware of your body language. It says so much more than a mouthful of words. Be approachable and open to listening.
- 5** Develop effective listening skills. Engage in listening to what the other person is speaking about.

COMMUNICATION TIPS

-  It's not just **WHAT** you say ... but **HOW** you say things that matters.
-  **71%** of workplace conflicts are based on **HOW** things are said. You can't just be thinking about what needs to be communicated, but also how you are going to say things effectively.
-  For more effective communication...Listen more!
-  Effective leaders, team members, and sales people all listen more than they talk.
-  Don't hide behind the "job title". Be the "real you"!