

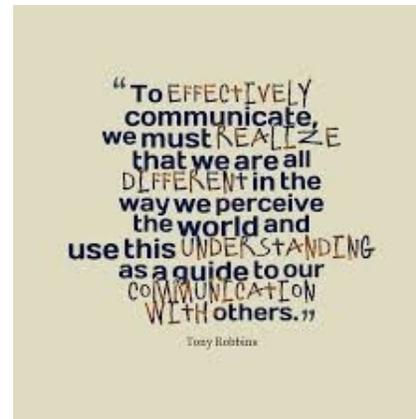


10 Ways to have A Better Conversation

- Do not multitask
- Do not pontificate
- Use open ended questions
- Go with the flow
- If you do not know say you do not know
- Do not equate your experience with someone else's
- Try not to repeat yourself
- Stay out the weeds
- Listen
- Be brief

How to Speak so that People Want to Listen

- Honesty: to clear and straight
- Authenticity: be yourself
- Integrity: be your word
- Love: wish them well



"The effectiveness of communication is not defined by the communication, but by the response."

- Milton Erickson

Shylaya Davis

August 16, 2020

Interpersonal Relations

7 Deadly Sins of Speaking

- Gossip
- Judging
- Negativity
- Complaining
- Excuses
- Embroidery
- Dogmatism

Toolbox of Speaking

- Register

Effective Communication Skills

- Become an engaged listener
- Pay attention to nonverbal signals
- Keep Stress in Check
- Assert Yourself

What is Effective Communication?

Effective communication is about more than just exchanging information. It is about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what is being said and makes the other person feel heard and understood. Effective communication sounds like it should be instinctive. When we try to communicate with others something goes astray. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships.

What is Stopping you from Communicating Effectively?

- Stress and out-of-control emotion
- Lack of Focus
- Inconsistent Body Language
- Negative Body Language

