

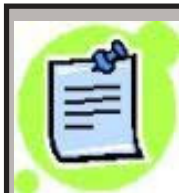
ENGLISH MANUAL



CHAPTER 11

**10 TIPS TO IMPROVE
YOUR COMMUNICATION**





10 TIPS TO IMPROVE YOUR COMMUNICATION

👉 **PAY ATTENTION**

It might sound odd to start off a list of how you can communicate better with a skill set for how you can listen better but it is paramount. To be effective at communication, you must be able to take in information provided by the other person. If you understand what they are saying to you, it is much easier to find a way to make your message relevant to them.

👉 **BE CONSISTENT**

To be clearly understandable is to be clearly predictable. That is not the same as being boring or unoriginal. Consistency, here, means consistent eye contact, being constantly honest, consistently reliable, and consistently dependable.

👉 **A ROSE BY ANY OTHER NAME...**

As a matter of fact, a rose by any other name does not smell as sweet. At least not when you are referring to a person's name. Nothing in language is so sweet to a person as the sound of their own name positively spoken by others. Use the name of the person you are addressing frequently and positively if you wish to make the most of the message you are communicating.

👉 **COMMON GROUND**

Find an area in which you and the other person can agree. Even if you only have a favourite cricket team in common, start there. It is an old but dependable strategy to open the communication lines. Sales people call this the "get them saying yes" strategy.

👉 **HAVE A STAKE**

It is almost impossible to communicate effectively about something you don't care about. But, if you are passionate about your message the irresistible tide of inspiration is a powerful communication tool.

👉 **BELIEVE YOU ARE AN EFFECTIVE COMMUNICATOR**

This falls back to the positive affirmation techniques. Develop your mantra if you must-

“I am well understood”; “Others respect my opinion”; “I care about those with whom I communicate and my caring attitude is clear to them.”

BE GENUINE

You are the only you on the face of the earth. You are unique and highly valuable. Even Zig Ziglar cannot be the you that you can be. No other person has exactly the same perspective on a situation that you have. Realize this and your confidence in communication will soar.

STRATEGICALLY READ THE OTHER SPEAKER

This is a soapbox of mine. It seems I can teach nearly anyone how to present a message but many have difficulty reading how that message is received. For example, when you receive the feed back statement, “ I’ll think about it,” or “I don’t know about that right now,” you have encountered someone who has difficulty asserting their disagreement. But, those responses are “No’s.” Realize this and either accept it or change your approach.

BREATHE

Seriously, remembering to breathe in a stressful communication is of paramount importance. Full, deep, measured breathes are miraculous for clearing your mind, sharpening your wit and mastering your emotions.

NEVER ARGUE

It is a complete waste of time. A man convinced against his will is unconvinced. When you reach an impasse, table the discussion, re-mass your mental troops and approach the conversation again at another time.

Television Garry Moore devised a system for coping with vicious and insulting poison-pen letters. He mailed the offending missive right back to the sender with this note of his own: “The enclosed letter arrived on my desk a few days ago. I am sending it to you in the belief that as a responsible citizen you should know that some idiot is sending out letters over your signature. Cordially....”