

# 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 (an abbreviation )
  - Reduce Jargon ( Slang)
  - 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
  - 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

**Thank You for Attending the session**