

LET'S TALK

Tips For Improving Communications Skills

Stop.

If you're too angry to hear the other person, take a breather. Lower the tension.

Look.

Watch for cues in body language. They tell how the other person is feeling.

Listen.

Pay attention. Make eye contact. Ask questions, but don't give advice. Hear the ideas and feelings behind the words. Make neutral comments. Form your opinions later.

Now Talk.

Be honest but tactful. State your feelings, and be sure your tone and gestures match them. Restate the speaker's message to make sure you got it right. Negotiate, but be ready to compromise.



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