

## Effective Communication

### Effective Communication Habits

- Speaking the truth, respectfully, even when it may cause some conflict
- Ability to negotiate
- Assertiveness
- Listening to others' point of view, rather than assuming or expecting that you are always right.
- Owning what one says
- Using 'I' and showing respect for others
- Through the tone used
- Through body language and gestures.
- Through avoiding labelling and blaming



### The Importance of Effective Communication

- Effective communication in the workplace is necessary for productivity and smooth operations.
- People in organizations typically spend over 75% of their time in interpersonal situations.
- People get along well, when respect and appreciation is practiced in the workplace, through good communication



- When people don't know what is going on, they rely on others, including rumors to fill in the blanks.
  - Effective communicators share information.
  - Effective communication allows for feedback, which when given properly can be both reinforcing and motivating.
  - Learning to communicate effectively helps prevent misunderstandings.
- Communication is collaborative, not competitive. Effective communication allows for a two-way process and an exchange of ideas.
  - Effective communicators recognize the best way to deliver their messages. They understand what their audience needs to know and the best way to convey their message.