



EFFECTIVE COMMUNICATION

TIPS TO IMPROVE COMMUNICATION SKILLS

Communication is a process. It is where each one of us specifically assigns and engages in the act of conveying a certain meaning so that two or more individuals create a level of understanding.

Some tips on improving communication skills include:

- Be clear and concise
- Prepare ahead of time
- Be mindful of nonverbal communication
- Watch your tone
- Practice active listening
- Build your emotional intelligence
- Develop a workplace communication strategy
- Create a positive organizational culture

NONVERBAL COMMUNICATION

- Body movements
- Posture
- Eye contact
- Para-language
- Proxemics
- Facial expressions
- Physiological changes

ACTIVE LISTENING

"Active listening requires you to listen attentively to a speaker, understand what they're saying, respond and reflect on what's being said, and retain the information for later."

(Center for Creative Leadership, 2023).

EFFECTIVE ACTIVE LISTENING

- Pay attention
- Withhold judgment
- Reflect
- Clarify
- Summarize
- Share

RESOURCES

Harvard University

<https://professional.dce.harvard.edu/blog/eight-things-you-can-do-to-improve-your-communication-skills/>

WorkSMART Blog

<https://blog.trainerswarehouse.com/active-listening-exercises>

Center for Creative Leadership

<https://www.ccl.org/articles/leading-effectively-articles/coaching-others-use-active-listening-skills/>

BetterUp

<https://rb.gy/6zac>