



Communication Skills

A Checklist

Think	<p>To ensure your colleague receives your message, you need to think about them and their context.</p> <p>Which is the best channel of communication? Verbal or written? E.g. consider before giving negative feedback via email.</p> <p>Verbal messages are conveyed 30% by tone, 60% by body language & 10% by your words.</p>
Technique	<p>Tune in and listen with interest to nonverbal (voice, body, face, yes) and verbal messages.</p> <p>Tolerate some silence & listen for what's not being said.</p> <p>Listen to understand key needs, feelings and perceptions and check back. e.g. "It sounds like you feel.....because...."</p> <p>Reframe to open options for a more positive or shared view</p> <ul style="list-style-type: none"> ✱ "It will never work" "What would it take to make it work?" ✱ "It's impossible. What would make it possible?" ✱ "It should be done my way. What makes that the best option?" <p>Summarise by drawing important points together in a clear way.</p> <p>Questions:</p> <ul style="list-style-type: none"> ✱ You can ask questions to gather information & build relationships. ✱ Ask closed questions for specific information, to make decisions or check your understanding e.g. what time are we meeting today? Do you agree this is the next step we should take? ✱ Ask open questions to develop conversations and hear about issues and others' opinions e.g. what else do we need to consider? ✱ Funnel questions engage people and help you to find out more detail e.g. how many customers did you speak to? Were they men or women? How old were they? <p>Probing questions are used to gain information and clarify understanding e.g. what do you mean by "it's too late now?"</p>

	<p>Take care with leading questions that encourage colleagues to agree with your views e.g. “This is the best option, don’t you think?” “Which would you prefer? option 1 or option 2 (not 3 or 4)”</p> <p>Allow time for people to think before they respond.</p>
Remember	<p>You can adjust your communication style to match that of the other person.</p> <p>You can watch out for potential misunderstandings. For example, a quiet, understated person could be seen as disinterested. A highly expressive person could be seen as exaggerating their point.</p>