



# Friday Facts

June 3, 2022

## Skills for Effective Communication

Want to be your BEST when it comes to effective communication? Practice these essential skills to cultivate a clearer communication style.

- Become an active listener. Try listening twice as much as you speak. Be alert and interested in the other person. Refrain from interrupting.
- Be aware of your non-verbals. What is the tone of your voice conveying? Are you making eye contact? What is your facial expression saying? Arms crossed could be mistaken as you being closed off to conversation.
- Ask questions. This shows interest in the other person. Types of questions:
  - Open (questions that start with What and How)
  - Closed (questions that start with Did, Do, Would, Will, Should, Could, Have, Must, and Is)
  - Specific (questions that start with When, Where, Who, Which, How much, How many, How often)
  - Visionary (e.g., what are your dreams)
- Be clear, articulate, and concise.
- Clarify, summarize. Not sure if you heard or understood something correctly? Clarify in a non-confrontational manner with that person so you know you have received the message correctly. "What I'm hearing is that this project has become

overwhelming and you need help to complete it. Is that correct?"

- Be empathetic. Focus your attention on the welfare, interests, or needs of the other person. Try to suspend your judgments or critiques.
- Provide feedback. Honest communication can make one feel vulnerable, so be honest but step lightly. See Friday Facts for June 24 to learn more about engaging feedback.

You can always utilize your REALiving benefits to access coaching for this subject. It helps to have someone cheering you on in your journey of self-betterment. There are also apps that can assist you in your communication skill development. Check out any of these:

**Umno** to improve word power, clarity, and pace.

**SpeechTools** for voice quality and acoustic control.

**VirtualSpeech** to prepare yourself for the distractions that come with public speaking.

**PromptSmart** follows every word of your speech or presentation to help you from deviating, going off on tangents, or start ad-libbing.

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