101 Ways to Improve Your Communication Skills

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Objectives

• Communication
• Techniques
• Listening
• Speaking and Listening
• Speaking and Writing
• General Tips
Communication

- Speaking
  - Know what you want to say
  - Control Fear
  - Stop Talking and Listen
  - Think before you talk
  - Believe in your message
  - Repeat Major Points
  - Find Out what your Listener wants
Communication

• Techniques
  – Define Acronyms
  – Reduce Jargon
  – Level Objections
  – Use Humor
  – Anecdotes and Stories
  – Ask for feedback
  – Increase your vocabulary
Communication

• Techniques -continued
  – Eliminate Audible Pauses
  – Enunciate Clearly
  – Practice Pronouncing Words Properly
  – Exercise Tongue, Jaws and Lips
  – Make Eye Contact
  – Gesture
Communication

• Techniques -continued
  – Pause
  – Speak more slowly
  – Speak faster
  – Vary Your Volume
  – Watch your tone
  – Record your voice
Communication

• Listening
  – Prepare to Listen
  – Focus on the Speaker
  – Screen Out Distractions
  – Concentrate on the Message
  – Listen to Tapes while you commute
Communication

• Speaking and Listening
  – Ask Questions
  – Avoid Daydreaming
  – Accept Accents
  – Use mind mapping
  – Interview
  – Complaints
  – Telephone
Speaking and Writing

• Key Points
  – Write a Purpose Statement
  – Outline
  – Transfer Negative Emotions to Paper
  – Get to the Point
  – Explain Abstract words
  – Use Absolutes and Generalities Sparingly
Speaking and Writing

• Key Points - Continued
  – Ask for what you want
  – Use active verbs
  – Use gender neutral language
  – Cite Source of Statistical Data
  – Illustrate with personal examples
  – Express Emotion
  – Keep it simple (KISS) Method
Speaking and Writing

• Key Points - Continued
  – Paint verbal Pictures
  – Be Concise
  – Support Statements with Details
  – Watch Semantics
  – Quote Authorities
  – Consult Experts
  – Suppress emotion
Speaking and Writing

• Writing
  – Keep a Journal
  – Take notes
  – Write personal Notes
  – Write Effective business letters
  – Use Short Sentences
  – Communicate online
General Tips

• Reading
  – Read
  – Keep up with Current Events
  – Read Something Inspirational
  – Use the Internet
General Tips

• Non Verbal
  – Presence
  – Give Nonverbal Cues
  – Check Your Posture
  – Dress Appropriately
  – Smile
  – Touch
  – Shake Hands Properly
General Tips

• Attitude
  – Intend to Improve
  – Visualize
  – Be flexible
  – Be Likable
  – Commit to Being Truthful
  – Empathize
  – Don’t take yourself too seriously
General Tips

• Attitude – continued
  – Eliminate Negative Feelings
  – Be receptive to New Ideas
  – Take Responsibility
  – Respect the Other Person’s Point of View
  – Recognize the Impact of Stress on Communication
  – Be Real
General Tips

• Attitude – continued
  – Check Your attitude
General Tips

• Behavioral
  – Laugh
  – Use Good Manners
  – Recognize Manipulative Behavior
  – Recognize Condescending Manners
  – Avoid Words that Hurt
  – Change Abrasive Behavior
  – Handle Disagreements with Tact
General Tips

• Miscellaneous
  – Organize Productive Meetings
  – Consider Experience Level
  – Understand the Importance of Timing
  – Present a Good Personal Image
Questions