

## Keys to Successful Communication



- **Environment & Availability:** The right time, the right place, everyone is ready
- **Commitment & Desire:** Everyone wants to communicate effectively
- **Individual Clarity:** Speaking clearly, knowing how you feel
- **No Hidden Agendas:** Be direct with your purpose, always
- **Nonverbal Communication:** Body-language speaks volumes
- **“I” Statements:** Owning your experience
- **Paraphrasing:** Repeat back to the person, summarizing can help you see if you understood the “big picture”
- **Ask Questions:** For clarification
- **Negotiation:** Find common ground and work from there
- **Compromise:** Sometimes agreeing to disagree can be the only way
- **Consensus:** Finding agreement
- **Closure:** A real conclusion to a discussion includes scheduling a follow-up
- **Follow-up:** Important to follow through with follow-up



## Blocks to Effective Listening

- **Comparing:** “That’s nothing! One time I...”
- **Mind Reading:** “No! What you really mean is...”
- **Rehearsing:** “When they are done talking I’m going to say...”
- **Filtering:** “I just won’t tell them...”
- **Judging:** “Oh that is bad because...”
- **Dreaming:** “What kind of sandwich should I have for lunch? Wait... What did they say?”
- **Identifying:** “Me too! Me too! This one time...”
- **Advising:** “You should...”
- **Sparing:** “Oh yah? Well you are just being an idiot!”
- **‘Crocodile’ Words - Exaggeration:** “Always,” “Never,” “Everyone,” “Nobody,” “Nothing,” etc.
- **Being “Right”:** “No! You’re wrong!”
- **Derailing:** “Oh that is a tough one, so look at this picture of my cat”
- **Placating:** “You’re right, you’re always right. I’m so stupid.”