



Communication Tips

Listen before you speak	
Breathe relax and be aware of your body language	
Be aware of your tone and the pace of your speech	
Be clear about what you want to say before you speak	
Say what you mean and mean what you say	
Avoid using jargon or words which will not be understood by the people you are talking to	
Use as many ways as you can to get your point across (words, gestures, etc)	
Use ' I ' when expressing your own point of view i.e. 'I am confused about the situation' , rather than – ' this situation makes you confused'	
Separate facts from opinions and make sure you are aware of what is a fact and what is your opinion.	
Avoid judgement , blame, denial of responsibility and comparisons	
Get in touch with your emotions as they will let you know	

what is important to you.	
Pay attention to the cause of your emotions (the person you are talking to may trigger an emotion for you which is nothing to do with them)	
Understand your own needs and values – and think about the needs and values of the person you are talking to	
Be aware of your predominant mood – it will affect the way you come across to others	
Be sensitive to the culture of others and don't make assumptions that everyone sees things the same way as you do	
Be aware that people have different communication and learning styles and may understand and approach things differently	
Ask the other person for their thoughts or feelings about what you have said	
Leave space for the other person to come in	
Pay attention to the other person and notice how they are being affected by what you are saying , and if they want to say something	