

Tips and Strategies for Improving Communication

E'S COMMUNICATING WITH I'S

- PUT IT IN WRITING
- USE AN AGENDA
- HOLD BACK FROM INTERRUPTING
- INVITE COMMENTS
- ALLOW TIME FOR REFLECTION
- SCHEDULE ONE-ON-ONE MEETINGS
- THINK BEFORE SPEAKING OR LET OTHERS KNOW THAT YOU ARE THINKING OUT LOUD
- RESPECT NEED FOR PRIVACY
- CHOOSE A TIME AND PLACE TO COMMUNICATE WITH A MINIMUM OF DISTRACTION
- SPEAK SLOWLY AND CALMLY

I'S COMMUNICATING WITH E'S

- MAKE IT FACE-TO-FACE
- FOLLOW UP WITH E-MAIL
- ALLOW EXTRA TIME FOR DISCUSSION
- ACKNOWLEDGE THAT YOU ARE LISTENING
- PROVIDE IMMEDIATE FEEDBACK AND VERBAL ACKNOWLEDGEMENT
- IF NEEDED, ASK FOR TIME TO THINK ABOUT SOMETHING AND THEN SET A TIME TO COMMUNICATE
- REMEMBER THAT E'S THINK OUT LOUD, SO DON'T ASSUME WORDS ARE WELL THOUGHT OUT

S's COMMUNICATING with N's

- PROVIDE AN OVERVIEW OR THUMBNAIL SKETCH FIRST
- ALLOW OPPORTUNITIES FOR BRAINSTORMING
- SHARE THE MAIN POINTS
- REMAIN OPEN TO THE POSSIBILITIES THAT MAY INITIALLY SEEM FAR-FETCHED
- SHOW THE FUTURE POSSIBILITIES OF YOUR IDEAS
- PROVIDE A REALITY CHECK WITHOUT DISCARDING IDEAS
- HELP LINK IDEAS TO REALITY
- STRETCH TOWARD TAKING A LONGER-TERM FUTURE FOCUS
- AVOID OVERLOADING WITH FACTS AND DETAILS

N's COMMUNICATING WITH S's

- BE PRACTICAL AND FIND WAYS TO BRING IDEAS DOWN TO EARTH
- PROVIDE INFORMATION ON SPECIFIC REALITIES, DETAILS, AND IMMEDIATE APPLICATIONS
- PROVIDE CONCRETE EXAMPLES TO PROVE YOUR IDEAS WORK
- PRESENT INFORMATION SEQUENTIALLY RATHER THAN CHANGING TOPICS AND EXPLORING LINKS
- SHOW A PLAN AND PROCESS FOR CHANGE RATHER THAN ONLY A CONCEPT
- AVOID EXTENSIVE USE OF METAPHORS AND SYMBOLIC LANGUAGE
- ASSESS WHAT WORKS WELL FIRST, THEN WHAT NEEDS TO BE CHANGED
- REMEMBER THAT OTHERS MIGHT NOT SEEK CHANGE

T's COMMUNICATING WITH F's

- AVOID CRITIQUING AND EVALUATING WHEN YOU ARE LISTENING
- CONNECT FIRST, THEN CHALLENGE LATER
- ACKNOWLEDGE OTHERS' FEELINGS AND VALUES BEFORE ANALYZING THEM
- DON'T FOCUS ON COMPETITION, BUT RATHER WIN-WIN SITUATIONS
- FOCUS ON PEOPLE IN THE SITUATION; FIND OUT WHAT IS VALUED AND IMPORTANT
- CONSIDER THE NEEDS OF OTHERS FOR A POSITIVE ATMOSPHERE
- BE FRIENDLY AND APPROACHABLE
- SHOW APPRECIATION
- REVIEW E-MAIL WITH A LENS FOR FEELING BEFORE HITTING THE "SEND" BUTTON

F's COMMUNICATING WITH T's

- BE CALMLY OBJECTIVE AND DEMONSTRATE YOUR COMPETENCE
- OFFER HONEST AND FRANK FEEDBACK AS WELL AS POSITIVE COMMENTS
- DETACH FROM SITUATIONS AND VIEW THEM LOGICALLY AND OBJECTIVELY
- AVOID BECOMING OVERLY EMOTIONAL OR PASSIONATE WHEN DISCUSSING ISSUES
- BE LOGICAL, REASONABLE, CLEAR, PRECISE, AND CONCISE
- SHOW CAUSE-AND-EFFECT RELATIONSHIPS
- ACCEPT CRITICAL FEEDBACK WITHOUT PERSONALIZING IT
- ASK FOR ANALYSIS

J's COMMUNICATING WITH P's

- ALLOW OPPORTUNITIES TO EXPLORE BEFORE DECIDING
- ESTABLISH MUTUAL DEADLINES
- AVOID MAKING DECISIONS TOO QUICKLY; SEEK MORE INFORMATION BEFORE DECIDING
- CHECK TO ENSURE YOU ARE NOT MAKING CONCLUSIONS WHEN YOU SPEAK
- BE WILLING TO TAKE INITIAL STEPS WITHOUT MAKING A COMPLETE PLAN
- BE OPEN TO ACCOMMODATING THE UNEXPECTED
- STRUCTURE INTERACTIONS WITH A BEGINNING AND AN END TIME

P's COMMUNICATING WITH J's

- MAKE DECISIONS THAT AFFECT OTHERS AS SOON AS POSSIBLE
- DECIDE MORE QUICKLY THAN YOU MIGHT PREFER
- AVOID SHARING TOO MANY OPTIONS BY FOCUSING ON WHAT IS MOST IMPORTANT
- NARROW AND FOCUS YOUR OPTIONS BEFORE PRESENTING AND SHARING THEM
- KNOW WHEN TO STOP EXPLORING AND START MAKING DECISIONS
- CREATE AND SHARE TIMELINES SO OTHERS WILL KNOW WHEN YOUR PART OF THE PROJECT WILL BE COMPLETED
- WHEN SHARING INFORMATION, PROVIDE STRUCTURE
- AVOID ADDING LAST MINUTE ALTERNATIVES