

EFFECTIVE COMMUNICATION



The following is a list of observations about effective communication, others are guidelines which you may find useful in improving your communication skills.

- State ideas in the simplest possible terms.
- Make the message relevant by using the other's language and terms.
- Develop one idea at a time; take one step at a time.
- Assess your own and the other person's communication skills.
- Pace according to the learning capacities of the other person.
- Try to orientate the other person to the task and to what is being communicated.
- Have a clear picture of what you want the other person to understand.
- Analyse your own feelings about the topic and the other person.
- Try to identify yourself with the psychological state of the other person.
- Make a realistic assessment of the degree of clarity obtainable in the given context.
- Define before developing and explain, before amplifying.
- Use appropriate repetition – review when relevant.
- Compare and contrast ideas – use analogies.
- Determine which ideas need special emphasis.
- Use as many channels as necessary to clarify.
- Watch for and encourage corrective feedback in as many channels as possible.
- Make it clear when you are explaining as opposed to instructing.