

Just Get Serious[®] About Success

Communicating Effectively

The way we communicate with ourselves and others ultimately determines the quality of our lives.

- Tony Robbins -

According to above quote by Tony Robbins, peak performance coach and top-selling personal development author, our ability to communicate effectively is key to our success, both personally and professionally.

Think about this question: "On a scale of 1 - 10 (with 10 being outstanding and 1 being poor), how are your communication skills?" Whether you rate yourself 1 - 4, 5 - 7, or 8 - 10, I believe we can all be better in this area, no matter if we are communicating in person, over the phone, or via email. Some of us may be better using one form or another, but none of us are perfect.

In this article, I will share 12 tips from my book **303 Solutions for Communicating Effectively & Getting Results**. This is another book I co-authored with other speakers and trainers like myself who focus on the area of communications. As you read the tips, I suggest that you select 1 or 2 to fully focus on for a month. If you do that, I am sure you will find your communications with co-workers, managers, friends, family members and others will improve greatly.

1. Do not monopolize a conversation. We do that when we focus on being "interesting" instead of being "interested."

Interesting means focusing the conversation on ourselves (our successes, experiences, opinions). *Interested* means being curious or concerned about the other person. Whether in person or over the phone, monitor the amount of time you are speaking to ensure that other person has a chance to talk and get his or her fair share of the conversation.

Donna Satchell (Tip #13)



2. Respond to what the person said, not what you think he or she said. To do that, paraphrase back to the person what you heard. If you are incorrect, the other person has an opportunity to clear up any miscommunication.

Greg Maciolek (Tip #130)



3. Avoid taking actions based on hearsay.

To get valid information, go to the source. The effort you take to get the message straight will always be worthwhile.

Mike Monahan (Tip #40)

4. Important conversations deserve your best attention.

Good listening takes a lot of energy - both physical and psychological. Schedule important conversations around your peak energy periods and avoid times you are fatigued.

Mike Monahan Tip# 58)

5. Avoid taking phone calls when you cannot be fully attentive to the person calling.

If it is a bad time for a phone call because you are busy, simply tell the caller that and return the call at a later time. That is much better than being inattentive during a conversation because people can sense your preoccupation and get the impression that you are not really interested in what they are saying.

Donna Satchell (Tip #43)



6. Avoid making judgments about what the person is saying because of their appearance, opinion, experience or speaking abilities. This is easier said than done. But it is well worth the effort. Remember you cannot truly judge a book by its cover or a person by their outward signs.

Donna Satchell (Tip #142)



7. Put twice as much effort into listening as you do into speaking. By doing so, you will hear four times more clearly. Doug Smart (Tip #44)

8. Be cautious about using the word "obviously" during a conversation. When used improperly, the word "obviously" can send the message that the person overlooked something that was not difficult to understand, leaving them feeling embarrassed or stupid.

Donna Satchell (Tip #190)

9. Sell yourself in 30 seconds. Experts say first impressions are made within seconds and that fewer than 15% of first impressions ever change. Give thought to what you want "new people" to think of you. Practice introducing yourself and communicating with people in a way that creates a great first impression. Cheryl Stock (Tip #48)



10. Reduce "mumbo jumbo" voice mail messages. Before you make a business call, have an idea of what you will say if your call is diverted to voicemail. Your message should be clear, concise and succinct. It should not last more than two minutes. Kafi Matimiloju (Tip #123)



Don't
send emails
feeling this like!

11. Avoid EUI - Emailing Under the Influence. If you are angry or upset, don't hit the reply button. Instead, leave your computer and take time to cool off before responding to or sending an email message. Connie Diekien (Tip #144)

12. Understand your degree of directness and, if necessary, make adjustments.

Some people are very direct, which can cause the person they are having a conversation with to feel rushed, uncared for, or intimidated. Other people are too indirect, which can cause those in a conversation with them to feel confused, uncertain, or uneasy. Know the impact your directness or indirectness may have on others and, if needed, make changes. Donna Satchell (Tip #233)

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