

Tips for Communicating Effectively



Be humble

Recognise your own strengths and weaknesses. Don't talk to people as if you are better than them.

Empathise

Imagine how the other person feels; show that you respect their feelings and their viewpoint.



Use "I" statements

Say "I feel angry" rather than "you make me angry" "I" statements allow you to take responsibility for how you feel and what you want.



To communicate effectively, you need to be aware of your own communication strengths and weaknesses. This will give you the opportunity to use your strengths whilst improving your weaknesses.

Consider the following statements:

- I speak clearly in one to one situations and people understand what I say.
- I speak clearly in group situations and people understand what I say.
- I can summarise what people say and reflect it back to them.
- I can offer appropriate opinions when communicating.
- I actively listen to what other people say.
- I can listen and accept others' opinions.
- I understand how to read my audience.

