

Get The Most Out Of Communication

Try to ignore uncomfortable surroundings. If the room is too warm or too cold, the lighting not good, the dress of the communicator not acceptable, or other things seem uncomfortable, major distractions may occur.

Try to personalize the sender's topic. Be perceptive to the sender's nonverbal communication. Do not be afraid of difficult expository messages. Experts point out that sometimes people will refuse to listen to information they feel is too difficult or complicated. One will be successful in formulating an appropriate response only after he or she has demonstrated good listening behavior.

Sometimes we communicate with people who do not seem skilled in verbal conversation. If we want to avoid potential stress for ourselves and those we're dealing with, we must consider some suggestions for handling stressful conversations.

It is always good to look for common points of interest. If you know you're going to be disagreeing with someone, start off your discussion with some area on which you both agree. Even if it requires really digging to uncover the common ground, we should do it!

Choosing your Words Wisely

When presenting a message, it is often more effective to choose words that are more positive in nature, as opposed to putting a negative spin on the communication. By doing so, a greater chance of positive reception is possible.

Instead of saying, "Why not?" it's good to say, "What if?" By not saying, "I hate it when...", some

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conversations could be enhanced in a positive way. Try saying, "Wouldn't it be better if..."

Sometimes people use generalizations when speaking and, by doing so, sabotage their ability to communicate. To say, "He always says...", when in fact he does not always say, diminishes the speaker's ability to communicate. It becomes a matter of his or her credibility. Perhaps a way to say the same thing might be, "I've heard him say before..." I've heard employees complain, "Nobody cares about what I do around here," when in fact it might be true if they would say, "Sometimes, I feel like no one notices how hard I

work around here.” Instead of supervisors commanding that it must be done like this, it might be more effective to say, “Here’s a good idea to consider”, or, “This may prove to be more effective.”

Some words do not promote good conversation and can even inhibit it. Included are the

“‘But’ acts like an eraser inside people’s heads. It erases the value of anything before it with one word.”	words “but” and “you”. “But” acts like an eraser inside people’s heads. It erases the value of anything before it with one word. Much better to use is the word “and.” When responding to someone, first reiterate their statement, then say, “and”, followed by your comments. It gives communication a chance and one will get a lot further by doing so. The word “you” can communicate a bad message when used in an accusatory manner. The word “I” clarifies for the other person what one thinks and feels, while “you” can make a person feel criticized. “I” reduces defensiveness and fosters communication.
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It is important for everyone, especially those in leadership, to think about communication style. Reflect on the following lists of negative and positive communication behaviors. It may be useful for you to document a day’s conversation. Check to see how many of these specific behaviors can be identified in your day-to-day patterns of working with others.