

Chapter 1 : How Do I Become a More Effective Communicator? (Podcast) | Ep. # - SMALL BIZ AHEAD

Home» Blog» 6 Strategies to Become a Better Communicator. 6 Strategies to Become a Better Communicator. By Margarita Tartakovsky, What it does cause is more miscommunication and.

Welcome back to another edition of the Small Biz Ahead Podcast. So, I just wanted to do a reset because we have a lot of new listeners now, which is great. I just want to reintroduce us to people. And Gene is a small business owner and a consultant. I write a bunch of different places. And you speak publiclyâ€¦ Gene: Correct, I do some speaking as well- Elizabeth: You spend a lot of time on airplanes. Butâ€¦ so I have a person company outside of Philadelphia and we have about small and medium-sized clients that are all small business owners that are using the technologies that we sell. So those are all different places. And then of course I write for Small Biz Ahead every single week. So tell us, what is on the mindsâ€¦ this is a really hard question but since you have- Gene: So what is on the mind of small business owners right now as far as how often they communicate with their employees. And how well they communicate with their employees, and different ways they can communicate with their employees. If you run a business, you are by no means a management expert. But they have skill sets of managing people, which is a legitimate professional skill set that we, as business owners, are jealous of. Like evenâ€¦ if you get an MBA do they teach you people management? I can speak on behalf of the business owner clients that I have and even managers of small companies, but they look at you and they look at managers at larger companies. I could really use it right now. If they can do something about it, they try to. Or at the very least, take their money and invest in bringing in management level people to run their businesses. We see that the articles people read on Small Biz Ahead, our most popular topic is- Gene: Basically how to manage people. Whether you have one employee or 50 employees, you have the same issues. But until then, your employees are your most important asset. And they always will be. Believe me, people will always find something for them. Look at the tax code. People will always find ways to keep themselves busy, robots or not. This is actually about how to become a more effective communicator. Our Sponsor This podcast is brought to you by The Hartford. Our first question is from Tim, he just gives his last name as C. Have we had a question from Idaho? Yeah, I get it. I see that all the time. Tim, dude, I get it. You have this disconnect. Tim, there isâ€¦ you talk about being an effective communicator. For starters, you have to recognize in yourself whether or not you are a good communicator and a good manager or not. I mean, are you or not? Is this something you think you can be? And is this something you think you want to be? This is not my thing. So how would you find someone like that? Yeah, it really is. Now if you bring people in from a bigger company, you will get somebodyâ€¦ if you go through the interview process and you connect with that person, who probably does have those management and communication skills. I think you learn that in a corporate environment. However you will potentially, Tim, pull your hair out because that person is going to bring their big company bologna along with them. You know, some bureaucracy here or procedures and policies that they have for communication. Everybody loves processes except people running small companies where we have no processes. That person will probably have more skills at managing people, particularly if they did manage people at the company. My story isâ€¦ I have a client that they have now people, and they brought on a sales manager. Because the guy that runs the company is terrible at managing people, so he hired a sales manager. The sales manager came from a much larger company in his industry. This is a true story. The sales manager started up and he was supervising their five sales guys in this company. This guy came in, he was great. He was such a nice guy. He was doing lunch and learns. He was putting in happy hours with the group, and like customerâ€¦ you know, different procedures for a service. You brought him in as a sales manager to manage your salespeople. Were sales up though? I mean, was he effective? This is not working out. They parted ways after only six months. Not only was it bad for the owner, but the guy that took this job felt terrible. He had the wrong objectives. So, how can you improve your communication skills? If you can at least be honest and transparent with your people, if you can be clear on what your weaknesses are and admit your mistakes. She always describes it, and I just love this phrase, she calls it setting the table. Bad change, good change, whatever. Just make the change. People love that- Gene: Because then they know why. People

will connect with you that much more. Again, and I know Kathy. Kathy is also not somebody who is going to stand in front of a crowd and give some inspirational speech or whatever. You can connect with her. What do you do? Gene, take it away. The number is According to research that was recently released, the cost of benefits this should come as no surprise to anybody running a business. By the way, this is in a time when the cost of living and wages have been flat. But the cost of benefits has increased- Elizabeth: Well, healthcare is a big part of it. So healthcare costs have been putting all politics aside, the healthcare debate and whatnot. You put it into perspective. Up until about a dozen years ago when all this changed around, the majority of the benefits that were being provided to you, the employee, was retirement related. They were guaranteeing you what your income was going to be- Elizabeth: The good old days. And you can only do that now if you work for the government somewhere. Although a lot of governments are changing that around. So the majority of the benefits was retirement related. Now the majority of benefits are healthcare related. Big issues facing all of our employees going in the future. The question to you as a business owner is, how do you balance that out? Then what are they doing within a few months? Can I be on a consulting basis? Leave a Reply Your email address will not be published.

Chapter 2 : Being assertive: Reduce stress, communicate better - Mayo Clinic

5 Super Effective Ways to Become a Great Communicator Lead Great communicators are better liked, more successful, and produce more value for their organizations.

No matter what your job title is, you still exert leadership in some way or the other and you still have to communicate in some way or the other. Learn the things you can do right now to improve your communication competence. In a recent survey, respondents were asked about their top training priorities. The respondents said their top four priorities were leadership development, communication skills, supervisory training, and project management. When the conductor of the survey repeated the same survey the next year, their respondents said their top four priorities were leadership development, critical thinking, project management, and communication skills. But the interesting thing is this These two top priorities are too important for you to ignore. Some of us sell products. Some of us sell ideas. Some of us sell viewpoints. Once we realise that, it suddenly hits home that we had better get serious about communicating effectively if we want to others to hear us, to understand us, and be influenced by us. We all want our listeners to make decisions in our favour. So what does that take? Successful communication starts with a clear objective In other words, it starts with a bit of pre-thought. And yet that is exactly what ineffective communicators do. An effective presentation or a meaningful conversation is always preceded by an objective. Before you start talking, you need to think about who is in your audience and the effect you want to have on them. I would say the same thing is true of all forms of communication. You need to be aware as to how you want to move the listeners Successful communication is characterised by passion People are more often influenced by the depth of their passion than the height of their logic. Indeed, that very lesson was drilled into my head by my high school and college speech teachers. I remember when they played recordings of speeches by Dr. Kenneth McFarland, who was considered the finest public speaker in America during the s to the s. I was enthralled with his passion. The strange thing is He started with very little in life but went on to build an extraordinarily successful chocolate cookie business. He now devotes a great deal of his time and money on helping less fortunate people, especially those with literacy problems. His talk was excellent, but the main reason for its excellence was the fact that he spoke from his heart. He spoke with deep concern about the problem, not only for the people who were illiterate but also for the American nation that would lose its future and competitive edge if we allowed our kids to get by without learning how to read. As a former Speech Professor, I could have critiqued his presentation. I could have shown him a few pointers on how to improve the structure of his presentation and the style of his delivery. He could have been more polished in some ways. But you know what? None of that mattered. He was so passionate that every one of us listened with rapt attention. Could the same thing be said about your communication? We may be very attracted to a certain car and we may really want a certain car. Indeed, we may end up buying it. But then we start to list all the reasons it was a good, logical, and correct decision. We can almost always find a few facts to justify our emotional decisions. The truth is, if you want to reach, persuade or motivate people, you have to make emotional contact with them. To a large extent, your success will depend on your communication effectiveness. Decide today that you are going to become a better, more effective communicator. Then write down 3 things you will do to accomplish that goal. Author Credits Reprinted with permission from Dr. Alan Zimmerman, a full-time professional speaker who specializes in attitude, motivation, and leadership programs that pay off. Are you one of these people?

Chapter 3 : 10 Ways to Be a Better Communicator

Here are 5 essential communication practices of effective leaders. 1. Mind the say-do gap. This is all about trust, which is the bedrock of effective leadership.

No matter what business you are in, the ability to speak with precision is essential. If you work in marketing, your ability to communicate clearly with clients and coworkers ensures you deliver the desired product. In a retail store, communication with employees and customers ensures a good customer experience. In construction, good communication will ensure worker safety and project completion to specifications. In medicine, communication about your treatment is literally a life or death situation. Clearly, good communication in all fields is a vital element of good business and proper customer service; a necessity for a career in communications. Of course, this raises the question: How can you improve your workplace communication skills? Know Your Communication Types Before you can improve your communication skills, you first need to know all the different things that make up workplace communication. There are probably numerous methods of communicating that you use constantly without giving them a second thought. In our technological age, the most common form of workplace communication is email. While phone calls are still used on a frequent basis, email and other digital forms of communication such as texts, tweets, and private messaging are the primary methods of communication among business professionals. Other types of digital communication that have revolutionized business are web-based meetings, video conferencing, shared online workspaces, crowd sourcing, podcasting, blogging, and community websites within and between companies. Effective communication is a vital tool for any business owner or employee. Your success at clearly articulating your message can be the difference between success and failure in any business opportunity. You should be able to clearly explain company policies to customers and clients and answer their questions about your products or services. It is crucial to communicate effectively in negotiations to ensure you achieve your goals. You need to know which mediums appeal to which types of people. Some people grasp messages more easily when pictures and sounds are involved. Others prefer face to face meetings or chats over Slack. Effective communication can help create a good working relationship between supervisors and staff, which can in turn improve morale and efficiency. In fact, research has shown that effective communication leads to an improvement in overall company performance. It has also been discovered that employees who were graded as highest in production had received the most effective communication from their superiors.

In Communication Skills

In order to have successful communication, everyone must have the basic communication skills necessary to understand others and to be understood. You can often be distracted by your own thoughts, feelings and opinions and so tend to hear what you want to hear or what you expect to hear. To listen effectively you need to suspend these internal thoughts and give your full attention to the speaker. Active listening also means paying attention to the speaker - both to verbal and non-verbal cues. This type of active listening alerts you to the opportunity for a well-constructed open or probing question, to gather the missing information. Be Focused Do not let your attention wander. Important pieces of information can be missed if you are not alert and engaged. This can lead to misunderstandings later on, or possibly embarrassing situations where you appear to have forgotten something you have been told. One way to help you concentrate during a business conversation is to ask the speaker questions. Not only will this help you to guide the conversation where you want it to go and at the pace you want, it can also ensure your mind is focused on the subject at hand. Confirm what you have heard and ensure your understanding of the conversation. An easy way to do this is to clarify, paraphrase or summarize. So what you need from me isâ€¦? Be Confident and Clear When you speak, be confident and serious to ensure that you will not be taken for granted. Use confident body language as well. Your body language will pass your message faster and better. Use positive body language when communicating with colleagues. Also, use words that can be easily understood. No one is impressed with someone who tries too hard to be impressive. Be yourself and use appropriate vocabulary. Your inflection is just as important as the words themselves. One word can mean a different thing when said in a different tone of voice. Misunderstandings in the workplace can and will negatively affect the work

relationships that are critical to business success. The Amazing Benefits Of Effective Communication There are numerous benefits of effective communication in the workplace. Excellent workplace communication can increase employee job satisfaction. Because Employees feel empowered if they are able to have upward communication. This type of communication is when information flows upward in an organization and usually consists of feedback. If bosses or managers are able to listen to employees and respond, this leads to an increase in employee job satisfaction. In addition, employees are also happy if there is intense downward communication, which is information flowing down from superiors or managers to direct reports. Workplace communication can also have a positive effect on absenteeism and turnover rates. When employees are treated with respect, given opportunities to provide feedback, and feel like their ideas are being listened to, they are much more likely to stay with the company. On the other hand, consider what happens when communication is lacking. Misunderstandings result in sloppy work, hurt feelings, missed deadlines, and employees being let go. While these may be something an employee could understand, a client may not. Taboo or difficult topics may include, but are not limited to, politics, religion, disabilities mental and physical , sexuality and sex, racism and any opinion that may be seen as unpopular. Be very, very careful when treading in these areas. Third, showing a lack of interest, being distracted, or ignoring the receiver is bound to not only insult the speaker, but it can decimate any goodwill you may have with that person. Fourth, beware of missing clues that would normally show up when speaking to someone face-to-face. Not being able to see the non-verbal cues, gestures, posture, and general body language can make communication less effective. Phone calls, text messages and other communication methods that rely on technology are often less effective than face-to-face communication. Finally, there can be significant language differences and cultural differences. These include difficulty in understanding unfamiliar accents, understanding the norms of social interaction in different cultures, and the way emotions are expressed. For example, the concept of personal space varies between cultures and between different social settings. Pay close attention to this as you interact with coworkers. Be a Great Communicator Will these suggestions turn you into the next great orator, inspiring millions through your powerful speeches? But they can help you become a much more effective workplace communicator, which can pay huge dividends for your career. The presence or absence of them will directly affect those around you, including your clients, boss, and coworkers. The good news is, you can grow in being a better communicator. As a result, several corporations are increasing their workplace safety measures, such as engaging armed guard services, sending employees to self-defense classes, and even installing designated safe rooms inâ€¦.

Chapter 4 : Effective Communication: Improving Communication Skills in Your Work and Personal Relations

In a recent survey, respondents were asked about their top training priorities. The conductors of the survey wanted to find out what kinds of skills and education would most likely lead to success on the job.

They choose to make the implied feelings explicit by responding to the emotions behind the words. Take ownership of your reactions. You have a choice in how you react, and what comes out of your mouth, he said. You said to call the plumber, and I did. Here, you can look at the phone bill. What it does cause is more miscommunication and accusations, he said. Asking questions helps you gain a deeper understanding of the situation and possibly reframe it. Karmin gave these suggestions: What is the worst part? What are you trying to achieve? What would you prefer instead? You might start with: Agree with feelings, not the facts. For instance, you might say: That must be painful. Maintain boundaries, especially when your talk starts escalating into an argument, Karmin said. You may have a point. Be precise with your own words. So you might say: This ensures we are being clear and more likely to be heard and understood. The above six tips can help you sharpen it. She also explores self-image issues on her own blog [Weightless](#) and creativity on her blog [Make a Mess](#):

Chapter 5 : Effectiveness at Work - Career Development From calendrierdelascience.com

This helps build more authentic communication and fosters trust -- a critical component of the most effective teams. Related: 7 Ways to Cool Your Emotional Hot Triggers. 3.

Create honest relationships Gain more job satisfaction Learning to be more assertive can also help you effectively express your feelings when communicating with others about issues. Learning to be more assertive People develop different styles of communication based on their life experiences. People tend to stick to the same communication style over time. But if you want to change your communication style, you can learn to communicate in healthier and more effective ways. Here are some tips to help you become more assertive: Do you voice your opinions or remain silent? Do you say yes to additional work even when your plate is full? Are you quick to judge or blame? Do people seem to dread or fear talking to you? Understand your style before you begin making changes. If an explanation is appropriate, keep it brief. Rehearse what you want to say. Say what you want to say out loud. It may help to write it out first, too, so you can practice from a script. Consider role-playing with a friend or colleague and ask for blunt feedback. Keep an upright posture, but lean forward a bit. Make regular eye contact. Maintain a neutral or positive facial expression. Practice assertive body language in front of a mirror or with a friend or colleague. Keep emotions in check. Conflict is hard for most people. Maybe you get angry or frustrated, or maybe you feel like crying. Although these feelings are normal, they can get in the way of resolving conflict. If you feel too emotional going into a situation, wait a bit if possible. Then work on remaining calm. Keep your voice even and firm. At first, practice your new skills in situations that are low risk. For instance, try out your assertiveness on a partner or friend before tackling a difficult situation at work. Evaluate yourself afterward and tweak your approach as necessary. When you need help being assertive Remember, learning to be assertive takes time and practice. Or if anger leads you to be too aggressive, you may need to learn some anger management techniques. And if certain issues such as anger, stress, anxiety or fear are getting in your way, consider talking with a mental health provider. The payoff will be worth it. By becoming more assertive, you can begin to express your true feelings and needs more easily. You may even find that you get more of what you want as a result.

Chapter 6 : How to Be an Effective Communicator in 5 Easy Steps | HuffPost

Of course, it takes time and effort to develop these skills. The more effort and practice you put in, the more instinctive and effective your communication skills will become. What's stopping you from communicating effectively? Common barriers to effective communication include: Stress and out-of-control emotion.

Getty Images As the leaders of their organizations, CEOs are expected to effectively communicate with their stakeholders, customers and employees. Always being in the spotlight, however, requires a certain communicative skill set. Fourteen members of YEC share which best practices they find can help make even the most reluctant or outspoken leaders become more effective communicators. Every successful CEO makes a special effort to get to know his or her team as individuals. Get into the practice of walking around your office or engaging in informal chats. Emphasize your key points through repetition. I never want to be this way as a leader and especially as a speaker, so I try to repeat key bullet points for emphasis so that no part of my argument is lost. Keep a good sense of humor. I like to make people laugh and naturally can relate a lot more to people when I do so. Bringing humor into the situation will loosen up the mood and help to clearly convey the tone of your message. Part of great communication is actively listening. The best communicators I know are also the best listeners. By listening, you respect the person with whom you are speaking and you also hear and understand their point of view. You can then articulate a response that is meaningful. Respond in a timely manner. Do your best to be extremely responsive to everyone, whether it is an employee, vendor or prospect. I answer questions and return phone calls as fast as possible, regardless of who it is. Your team will feel appreciated, your customers will love you and it will open the door for referrals and introductions. Everyone is always watching you and you should be prepared in everything you do. Great communicators are always prepared for the unknown: Using analogies is an easy tool for great communication: By using clarifying questions and an analogy you can pinpoint e. Adapt readily to any situation. Oftentimes as the CEO you have a clear picture of where you want to be, how you want to get there and what steps are needed to achieve your goals. Great communicators are present for the people they are interacting with. That opens a channel for energy to flow and for people to feel heard and understood. Your presence is the greatest gift you have to offer. Close the laptop, turn off the phone, eliminate distractions. Find your own voice. Speak with your own voice. Phone and in-person conversations are valuable, but because memories are so unreliable, I write down everything. Having a written record makes a big difference. Whatever the topic, write down the discussion and the agreement so you have a record. Email can serve this purpose, but writing down the outcome of a conversation and reviewing it can prove valuable. Put your audience at ease. Great communicators have a way of disarming their audience in order to put them at ease. Customize your communication style for each employee. Every employee has different styles of learning, so I make sure to communicate in different styles. Some people like to be walked through steps in order to learn something and some people would rather do it on their own. Ask before you speak. Rather than making assumptions or misinterpreting what a client or team member is thinking, I often ask. Perspective taking and confirmation leads to better, more direct communication. May 18, More from Inc.

Chapter 7 : 6 Strategies to Become a Better Communicator

One way to become a more effective communicator is to establish goals for a conversation (whenever possible and appropriate). If you discuss and blend your goals with.

But all too often, when we try to communicate with others something goes astray. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships. For many of us, communicating more clearly and effectively requires learning some important skills. What is effective communication? Effective communication is about more than just exchanging information. More than just the words you use, effective communication combines a set of 4 skills: Engaged listening Managing stress in the moment Asserting yourself in a respectful way While these are learned skills, communication is more effective when it becomes spontaneous rather than formulaic. Of course, it takes time and effort to develop these skills. The more effort and practice you put in, the more instinctive and effective your communication skills will become. Common barriers to effective communication include: Stress and out-of-control emotion. To avoid conflict and misunderstandings, you can learn how to quickly calm down before continuing a conversation. To communicate effectively, you need to avoid distractions and stay focused. Nonverbal communication should reinforce what is being said, not contradict it. Effective communication skill 1: Become an engaged listener When communicating with others, we often focus on what we should say. However, effective communication is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate. Similarly, if the person is agitated, you can help calm them by listening in an attentive way and making the person feel understood. If your goal is to fully understand and connect with the other person, listening in an engaged way will often come naturally. The more you practice them, the more satisfying and rewarding your interactions with others will become. Tips for becoming an engaged listener Focus fully on the speaker. You need to stay focused on the moment-to-moment experience in order to pick up the subtle nuances and important nonverbal cues in a conversation. Favor your right ear. As strange as it sounds, the left side of the brain contains the primary processing centers for both speech comprehension and emotions. Since the left side of the brain is connected to the right side of the body, favoring your right ear can help you better detect the emotional nuances of what someone is saying. Nod occasionally, smile at the person, and make sure your posture is open and inviting. However, you do need to set aside your judgment and withhold blame and criticism in order to fully understand them. The most difficult communication, when successfully executed, can often lead to an unlikely connection with someone. If there seems to be a disconnect, reflect what has been said by paraphrasing. Ask questions to clarify certain points: You can do this by singing, playing a wind instrument, or listening to certain types of high-frequency music a Mozart symphony or violin concerto, for example, rather than low-frequency rock, pop, or hip-hop. Nonverbal communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing. Developing the ability to understand and use nonverbal communication can help you connect with others, express what you really mean, navigate challenging situations, and build better relationships at home and work. You can also use body language to emphasize or enhance your verbal message—patting a friend on the back while complimenting him on his success, for example, or pounding your fists to underline your message. Improve how you read nonverbal communication Be aware of individual differences. An American teen, a grieving widow, and an Asian businessman, for example, are likely to use nonverbal signals differently. Look at nonverbal communication signals as a group. Consider all of the nonverbal signals you receive, from eye contact to tone of voice to body language. Anyone can slip up occasionally and let eye contact slip, for example, or briefly cross their arms without meaning to. Improve how you deliver nonverbal communication Use nonverbal signals that match up with your words rather than contradict them. Reading Body Language Adjust your nonverbal signals according to the context. Avoid negative body language. Instead of tentatively entering a room with your head down, eyes averted, and sliding

into a chair, try standing tall with your shoulders back, smiling and maintaining eye contact, and delivering a firm handshake. It will make you feel more self-confident and help to put the other person at ease. Keep stress in check How many times have you felt stressed during a disagreement with your spouse, kids, boss, friends, or coworkers and then said or done something you later regretted? Communicate effectively by staying calm under pressure Use stalling tactics to give yourself time to think. Ask for a question to be repeated or for clarification of a statement before you respond. Pause to collect your thoughts. Make one point and provide an example or supporting piece of information. Deliver your words clearly. In many cases, how you say something can be as important as what you say. Speak clearly, maintain an even tone, and make eye contact. Keep your body language relaxed and open. Wrap up with a summary and then stop. Summarize your response and then stop talking, even if it leaves a silence in the room. Quick stress relief for effective communication When things start to get heated in a conversation, you need something quick and immediate to bring down the emotional intensity. Are your muscles or your stomach tight? Are your hands clenched? Is your breath shallow? Are you "forgetting" to breathe? Take a moment to calm down before deciding to continue a conversation or postpone it. Bring your senses to the rescue. The best way to rapidly and reliably relieve stress is through the senses—sight, sound, touch, taste, smell—or movement. For example, you could pop a peppermint in your mouth, squeeze a stress ball in your pocket, take a few deep breaths, clench and relax your muscles, or simply recall a soothing, sensory-rich image. Each person responds differently to sensory input, so you need to find things that are soothing to you. When used appropriately, humor is a great way to relieve stress when communicating. When you or those around you start taking things too seriously, find a way to lighten the mood by sharing a joke or amusing story. Be willing to compromise. If you realize that the other person cares much more about something than you do, compromise may be easier for you and a good investment in the future of the relationship. Agree to disagree, if necessary, and take time away from the situation so everyone can calm down. Go for a stroll outside if possible, or spend a few minutes meditating. Physical movement or finding a quiet place to regain your balance can quickly reduce stress. Assert yourself Direct, assertive expression makes for clear communication and can help boost your self-esteem and decision-making. Being assertive means expressing your thoughts, feelings, and needs in an open and honest way, while standing up for yourself and respecting others. It does NOT mean being hostile, aggressive, or demanding. Effective communication is always about understanding the other person, not about winning an argument or forcing your opinions on others. To improve your assertiveness: Value yourself and your options. Know your needs and wants. Learn to express them without infringing on the rights of others Express negative thoughts in a positive way. Accept compliments graciously, learn from your mistakes, ask for help when needed. Learn to say "no. Look for alternatives so everyone feels good about the outcome. Developing assertive communication techniques Empathetic assertion conveys sensitivity to the other person. You become increasingly firm as time progresses, which may include outlining consequences if your needs are not met. Or ask friends or family if you can practice assertiveness techniques on them first. Recommended reading Effective Communication: Improving Your Social Skills — Learn how to communicate more effectively, improve your conversation skills, and be more assertive. AnxietyBC Core Listening Skills — Find tips on how to be a better listener and identify and improve the things that are getting in your way. University of Maine Some Common Communication Mistakes — Overview of common mistakes that get in the way of effective communication and how you can avoid them. Hear What People are Really Saying — Understanding active listening, particularly as it applies to the workplace, and the steps you can take to become an active listener. An Introduction to the Tomatis Method. The Mozart Center Press. Lawrence Robinson, Jeanne Segal, Ph.

Chapter 8 : How to Become a More Competent Communicator | Our Everyday Life

The description continues: "You'll develop more effective communication skills and be better equipped to perform as a persuasive communicator, problem-solver and focused leader.

Lead 5 Super Effective Ways to Become a Great Communicator Great communicators are better liked, more successful, and produce more value for their organizations. Getty Images Great communicators are highly respected and trusted. To them, it is very important to first build relationships--both personal and professional--as a way to create successful communication. Great communicators appreciate all their relationships and all the interactions they have. They are successful people who become the go-to source for other people within an organization. One of the advantages that great communicators have is the big opportunity to get promoted and recognized in their careers more frequently as a result of their great communication competencies. Below are five successful practices of great communicators: They know what they are talking about Great communicators are competent and have vast knowledge about their areas of expertise. They are prepared to show people that their communication is valuable. Great communicators appreciate the time people spend listening to them and interacting with them. They place high value on providing effective and authentic communication because they want to keep an environment of respect and engagement. They listen more than they speak Great communicators listen more than they speak. Great communicators frequently ask questions to give people an opportunity to share their knowledge and express their opinions. Great communicators give themselves permission to listen to others; in this way, they understand what people are thinking. They know how to balance speaking and listening effectively. This makes people feel that what they say truly matters. Instead, great communicators ask questions to clarify things and to make sure that people understand what others are saying. Great communicators focus intensely on understanding what people are communicating; otherwise, they find themselves arguing and losing focus. They continually check their understanding to avoid miscommunications, misunderstandings, and assumptions. Great communications acknowledge the power of nonverbal communication and keep an eye on the tone of voice, body language, and facial expressions of people. They are aware of misunderstandings Great communicators realize that in any communication the room for misunderstanding is always present. Great communicators watch differences in patterns how a person usually reacts , inconsistencies different reactions from a person , and consistencies the expected from a person. Great communicators also watch for alignment of words, message, tone of voice, and body language. If any of these verbal and nonverbal communication aspects lack consistency, communication becomes a disaster. This is generally an overlooked factor that can be easily prevented. May 22, More from Inc.

Here are a few simple steps to help you become a more competent communicator. Be an active perceiver. Listen when it's your turn to listen, and you will be able to respond honestly from what the person has just said to you.

We have that "gut" feeling which, while we cannot explain it, can sway us one way or another. It does not matter what business you are in, the number one way to be an effective communicator and build lasting relationships is to be genuine. Be Genuine The human mind was created with the sole purpose of perceiving danger. Even though we do not have saber tooth tigers hunting us anymore, our fear sensing abilities, also known as, intuition is still in prime form. People can sense the disingenuous person miles away. We have that "gut" feeling which, while we cannot explain it, can sway us one way or another -- to do business, be friends or get into a relationship with someone or not. This is as simple as not playing games, making sure your actions match your words and above all keep your conversations on the up-and-up, do not bash another company to try and get a client -- it will never work. When in doubt ask yourself "What is in it for them? They are either surveying the room for someone "better" to talk to, they are checking their phone and half listening or the worst offenders are the ones who are just waiting to get back their turn to talk and command the conversation. I blame technology for playing into our human fear of missing out. It takes awareness to realize that by being distracted and multi-tasking you are in fact missing out, however, not in the way you may think. When you are not present you are absolutely being disrespectful, yet more than that, you are missing an opportunity to connect with someone who may be of value to you in the future. It takes less than 7 seconds to make a first impression so make the most of it, a firm handshake, a smile and eye contact if you are in person, a smile and clear articulation if you are on the phone. You will make infinitely more long withstanding relationships, close more deals and have a bigger, stronger, more supportive network by simply being present when you are interacting with someone! Ask Questions It is proven that the subject people like to discuss the most are themselves. Why not use that to your advantage and be a detective. Whether you are meeting a new friend or a new client the fact still remains, to effectively communicate, one must listen more than they talk. By asking questions, you make it about them and give them an avenue to share with you what they are all about. If you listen and ask the right questions they will tell you exactly what you need to know -- from what their struggles are, what solutions they are looking for, to what way they want to move forward. Do not underestimate the power of questions as a way to build rock solid connections, both personal and professional. If you want to brush up on your skills I recommend Power Questions: If you have a big deal coming up, want to secure a new client or if you want to get better at your job, ask more questions! As I mentioned before, effective communicators are the people who listen more than they talk, but really what makes an effective communicator is trust. The most effective way to build trust is to offer something before you take something. It could be as simple as introducing them to someone at the event that they would like to meet, it could be sending them an article they might find value in or it could be sending clients their way before they even fully understand what you do. Building trust is like building a fire -- you have to start with kindling -- the initial contact, then you can add a bigger piece of wood - a coffee meeting or telephone call, then a few more pieces of wood -- an interesting article, an email, a referral for them, then you can add the big piece of wood that will smolder all night -- the ask, the close, the business deal, the relationship. So often I see people extinguish what could have been a very mutually beneficial relationship because they want instant gratification -- they want the business now, they want the relationship now; they made it about them! Some of the best and most lucrative relationships I have created were nurtured over years before I reaped the benefits. The magic is in the nurturing, the patience and the follow up. Hold the vision and trust the process. Call Instead of Relying on Written Communication I have found with many of my clients that almost all of the conflict they stress over could have been avoided by simply picking up the phone. So often in our busy lives we rely on text, email or various other messaging applications to communicate. While this is an easy way to get answers and communicate, it lacks two very critical components to effectively communicate -- tone and context. Just think about it, how often have you received a text and perceived something that was never intended by the person

who sent it? Suddenly you go from happy to sad, stressed and maybe even angry over something that was just a simple misunderstanding. My advice is if you get a message that makes your blood pressure rise, gives you a twinge in your stomach or makes you just go "huh? There is nothing that can substitute for old-fashioned, voice-to-voice or belly-to-belly communication.