

CHARACTERISTICS OF EFFECTIVE TRANSMITTING AND RECEIVING IN COMMUNICATIONS

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TRANSMITTING

- Use “I” statements; takes personal responsibility for your messages
- Focus on the issue, problem, or goal rather than on personalities
- Specify assumptions, facts, conditions, and other relevant circumstances
- Use friendly voice tone; use non-threatening communication techniques; respects the listener
- Remain open to feedback, responses, alternative views, opposing arguments, etc.
- Be sincere, credible; have no “hidden agenda” or ulterior messages
- Remain constructive, positive, helpful, supportive; non-cynical or sarcastic
- Incorporate emotion and drama when appropriate to the messages in a congruent and appropriate fashion

RECEIVING

- ✓ Listen actively, without interruption
- ✓ Interpret speaker’s messages from the speaker’s perspective
- ✓ Check for accurate understanding by paraphrasing, repeating, asking questions
- ✓ Adopt a learning attitude, ready to discover something new
- ✓ Offer responses only when the speaker is ready to receive them
- ✓ Search for common understanding; agree to disagree if necessary