

COMMUNICATION TECHNIQUES TO USE

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TECHNIQUES TO USE	DESCRIPTION
Focus on purpose and goals	Keep your attention focused on the purpose of the communication, the issue, the problem, or the decision.
Pay attention	Give the person you are communicating with your full attention, maintain appropriate eye contact, listen to their complete ideas, indicate engagement with them, etc.
Demonstrate willingness to share	Openly share information that is available to you and relevant to others; anticipate others' needs and provide the appropriate information; prepare for the communication by having the necessary information readily available
Respond with realistic optimism	Listen to the ideas of the other receptively, receive their ideas with positive optimism while providing helpful reality-testing and honest feedback.
Positive non-verbal signals	Showing positive acknowledgement of the speaker's messages; offering encouragement to speak; indicating you understand what the speaker is saying (not necessarily agreeing); etc.
Clearly state ideas, facts, and opinions	Use simple and appropriate language and voice tone; logically organize ideas into a clear sequence; give facts separate from opinions, etc.
Non-defensively listen to alternative views	Acknowledge alternative views as different from your ideas rather than as personal criticisms; restate the others' views and contrast them with your own to show clear understanding (Then show how wrong they are! Just kidding).
Draw other ideas into the discussion	Search for contrary views, alternative scenarios and analyses, different perspectives, opposite opinions; contrasting ideas as often add strength to lines of thinking as they contradict them.
Be grateful for participation	Let people know how you value their communicating and participating with you, even when they have disagreed with your point of view.
Finish conversations with a tone that will preserve relationships	When closing out a communication, conversation, or a discussion, end it with an exchange of words that will serve to keep your positive relationship going strong.

COMMUNICATION TECHNIQUES TO AVOID

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Self-serving talk or talking to impress	Talking to impress others with superior knowledge or vocabulary; asking questions that serve to control the discussion rather than solve the problem; interjecting opinions forcefully whether or not they are relevant, etc.
Ignoring or giving the “cold shoulder”	Shunning, ignoring another; looking away from them when they talk; giving them no response after speaking.
Withholding	Refusing to share relevant information willingly; requiring others to get it out of you in bits and pieces by questions or guesses.
Being cynical	Raising objections based on negative assumptions; being pessimistic; asking questions calculated to ridicule an idea; misconstruing and criticizing motives behind an idea; dismissing an idea as unworthy of support without actually entertaining it or understanding it accurately.
Negative non-verbal signals	Showing disagreement or disapproval with gestures like looking down and shaking head, rolling eyes, groaning, etc.
Non-verbal threats	Glowering or threatening facial expressions and seething looks without actually verbalizing disagreement; etc.
Interrupting, dominating	Not letting others complete their thoughts; raising your voice to override their voice; talking constantly so others cannot talk.
Pulling rank	Reminding another of your higher status and the requirement that they comply with you simply because of your higher status.
Coercion	Threats of punishment or use of your power against them; promise of getting back at them for non-compliance.
Verbal abuse	Yelling, name calling, belittling, insulting another person, especially with others present.