

24 Critical Elements of Effective Communications & 6 Critical Elements of Interpersonal Skills

No book, just a simple set of practices and beliefs that work

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<p>1 Be Respectful</p> <p>It's a fact that we 'get on' better with people who are like us, because we find them easier to talk to and share views</p>	<p>7 Don't ask too much</p> <p>There's a difference between a conversation and an interrogation, don't put the pressure on</p>	<p>13 Style</p> <p>Word choice, economy, precision, figure of speech, personality, humour, active vs passive voice</p>	<p>19 Think Results/Goals</p> <p>As you create the message, ask how this communication will drive the overall goals you are seeking</p>	<p>25 Non Verbal</p> <p>Mastering non-verbal communications</p>
<p>2 Approach</p> <p>Timing of communication, choice of medium, point of view, audience</p>	<p>8 Familiar Language</p> <p>Use language and images with are familiar to your listener</p>	<p>14 Correctness</p> <p>Correct words used to convey the intended meaning, correct grammar</p>	<p>20 Avoid Irrelevant Details</p> <p>Focus only on the relevant information, data or contexts</p>	<p>26 Two Ways</p> <p>Practive two way communication techniques</p>
<p>3 Clarity & Purpose</p> <p>Statement of purpose, word choice, technical language, jargon, structure</p>	<p>9 Watch your tone</p> <p>As well as the words you use, be aware of changing your tone to portray meaning</p>	<p>15 Knowledge of Subject</p> <p>Relevant, specific, detailed, sufficient and persuasive</p>	<p>21 Read React Adjust</p> <p>You can observe a lot just by watching, adjust to reach results</p>	<p>27 Listening Type</p> <p>Choose the type of listening most appropriate for the situation</p>
<p>4 Stick to the point</p> <p>Don't try to 'steal' a conversation by changing the point if you don't like it</p>	<p>10 Interesting Stuff</p> <p>Have something of interest to say and take an interest in the world around you</p>	<p>16 Structured Message</p> <p>Create key messages that resonate with their receivers</p>	<p>22 Engaging Content</p> <p>Good content is short and varied, and from a variety of sources</p>	<p>28 Questioning</p> <p>Use relevant questions/types and interwiewing technqies</p>
<p>5 Share the Limelight</p> <p>You don't need to be the center of attention, withstand the urge and share</p>	<p>11 Other People Talking</p> <p>Open-ended questions are best to get other people talking</p>	<p>17 Communications Plan</p> <p>A good communication strategy and plan can help on all fronts</p>	<p>23 Choose Platforms</p> <p>One channel is best for each audience type; may need more</p>	<p>29 Relationships</p> <p>Sound relationships with trust, rapport, create a positive impression</p>
<p>6 Change the Subject</p> <p>Know when it's appropriate to change the subject when there appears to be nothing new to say or act bored</p>	<p>12 Sound/Look Interested</p> <p>Sound and look interested in other people, through eye contact, open posture and lean slightly forward</p>	<p>18 Think before You Speak</p> <p>Very basic, but you will be amazed at how many well-meaning people engage the mouth before the brain</p>	<p>24 Understand Challenges</p> <p>Identify what communication challenges and barriers you, your team and organisation face</p>	<p>30 Self-Talk</p> <p>Learning to communicate between the two biggest parts of the brain - the Ego and the Unconscious</p>

References

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