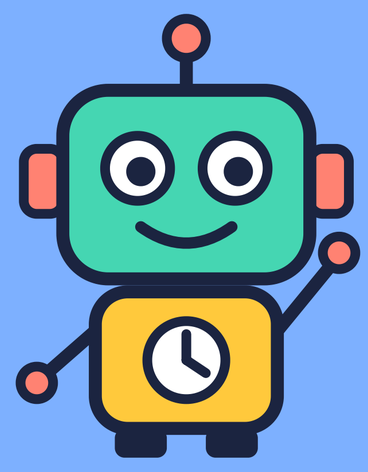
COMMUNICATION

Got a message? Make it clear.



Communication means sharing ideas so that other people understand them, and understanding theirs. These eight skills make you clear and kind.

1 Know your message

MESSAGE

Work out the main thing before you speak.

ASK YOURSELF

What is the main thing?

- The main thing
- The details
- The ask

Say the main thing first.

2 Know your audience

AUDIENCE

Choose words that suit the people listening.

ASK YOURSELF

Who am I talking to?

- What do they know?
- What do they care about?
- What suits them?

3 Listen first

ACTIVE LISTENING

Listening is half of communication.

ASK YOURSELF

Could I say back what they said?

- Look at them
- Wait your turn
- Say it back
- Ask a question

4 Ask good questions

CLARIFY

Ask about the exact part that is fuzzy.

ASK YOURSELF

Which part isn't clear yet?

- Do you mean...?
- Can you show me?
- What happens if...?

Asking helps everyone.

5 Say it in order

SEQUENCE

Go step by step and use order words.

ASK YOURSELF

What comes first, next and last?

- First
- Next
- Then
- Finally

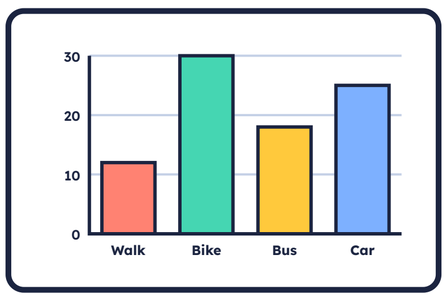
6 Show it

DIAGRAM

Some things are easier to show than to say.

ASK YOURSELF

Would a picture say it better?



7 Mind your tone

TONE

How you say it matters too.

ASK YOURSELF

How will this sound to them?

TOO HARSH
"Give me that!"

CLEAR AND KIND
"Could you please pass the glue?"

8 Speak up

ASSERTIVE

Say what you need, calmly and clearly.

ASK YOURSELF

What do I need to say?

- I feel···
- when···
- I'd like···

Calm, clear and respectful.