

Effective Communication Skills

Plan for your future today or tomorrow will pass you by.

When people talk, listen completely. Most people never listen. Ernest Hemingway.

The most important thing in communication is to hear what isn't being said. Peter Drucker.

Effective communication is essential in all aspects of our life – work, home and socially. How often do you get frustrated because someone misunderstood you or you them? How many times have you or someone else reacted differently to what you expected following a discussion or conversation? How well do you communicate? Are you effective? Do you achieve what you want? Are you left frustrated after some meetings or interactions? In these situations there can be a tendency to blame the other person. When communicating messages, information or influencing others, take responsibility for the outcome and manage the interaction to achieve a positive result through effective communication skills. Misunderstandings happen all the time – the meaning of what you are communicating may be **Lost in Translation**.

Communicating effectively is a skill that can be learnt and developed.

Successful communicators are aware of the skills of communication and know how to and how well they use them in different situations. Effective communicators

- (i) Prepare well. They think about how to articulate their message or idea for their audience. Consider how the other person will interpret what they are hearing; consider how they come across to the other person
- (ii) Actively listening to their audience; get feedback from the other person and listen to understand them.
- (iii) Ask questions to both check that their audience has correctly interpreted their idea or message and to check their understanding of the other person's message or idea.
- (iv) Identify and acknowledge concerns that their audience or receivers of their message may have

- (v) Use appropriate voice tone and body language to match the message delivered.

Developing effective communication skills requires time, practice, a positive approach and self-awareness. The more you make communication a 2-way process the more effective you will be. If you want someone to listen and understand your point-of-view show them that you are willing to listen and understand them. Developing effective communication skills will bring huge rewards in terms of business, overall effectiveness, relationship building, managing conflict and achieving results. Effective communication skills are essential for work performance. Leadership has as its cornerstone the ability to communicate effectively.

For more information on developing your communication skills for improved performance, leadership, personal development please contact Dymphna Ormond, Ormond Coaching and Training, 087 8285002/091 583208; info@dymphnaormond.com; www.dymphnaormond.com