

FUNDAMENTALS OF SUCCESSFUL COMMUNICATION

ACTIVE SPEAKING





WELCOME CRITICISM

Criticism, whether justified or not, is inevitable in life. Your capacity to manage how you respond and reply appropriately can influence the trajectory a discussion takes in numerous beneficial ways.

It's optimal, and most fruitful, to presume that all criticism is intended to be constructive (irrespective of presentation) and respond appropriately. It's best to reply with gratitude and thanks. Or, if you differ, you should reply with appreciation for initiating the dialogue around the subject, followed by evidence about why you differ.

EXERCISE DIPLOMACY

Diplomacy or tact is possessing awareness of what is suitable and proper in interactions with others, including the capability to speak or act without causing offense. Use diplomacy in all circumstances. If you question yourself, "I wonder if I should express/write that?" then the immediate answer is "NO!" If you have any uncertainties about how a message might be interpreted, don't express/write it.

PRACTICE HONESTY

Reply to inquiries with honesty (but also remember to exercise diplomacy). This signifies that you shouldn't be "bluntly honest" with individuals; just be genuine. For instance, if the individual responsible for designing a website asks for your thoughts, and it's a matter of individual taste/opinion, and it's more crucial to maintain your working relationship than to critique a design you may not favor. You might express, "I appreciate the new interactive feature and the visuals you selected! The color palette isn't my preference, but that's genuinely just a matter of individual taste." Don't expand on or exaggerate criticism. If the individual is genuinely interested in your input, they will inquire further about the features you don't favor.

MAINTAIN POSITIVITY

Be upbeat and smile whenever interacting with others. This includes emails. Begin your email with a brief "I hope you are well" or other friendly greeting. This straightforward statement will significantly help in opening the door for the recipient's readiness to consider the message you're about to convey.

For instance, if you observed a colleague stay late to permit another individual to depart in time to attend their children's holiday performance, note this information. Then, the next occasion you send that colleague an email, you can begin the email by mentioning what you witnessed and how much you value having them on the team.



HONOR CONFIDENTIALITY

Presume that all discussions are to be maintained confidential unless you're certain that the subject is publicly known. Even subjects that appear trivial to you may be regarded as highly individual or private to another individual. Maintaining this information private will establish you as a dependable person.

PRACTICE PATIENCE

The capacity to stay composed is particularly crucial when interacting with a personality style that differs from your own or when interacting with someone who is angry or distressed. Individuals who are distressed typically desire to know that they're permitted to express themselves. Abbreviating that process or interrupting communicators nearly invariably makes them more distressed. Allow time to hear them out, and you'll frequently discover that they're capable of composing themselves by expressing their frustration.

ADOPT A COLLABORATIVE MINDSET

Use "I" or "we" statements instead of "you" statements to prevent insulting the individual with whom you're communicating. Using "you" statements assigns blame to others and suggests that they're at fault or don't comprehend.

For instance, suppose you work with an individual who prefers to get directly to the point and you favor detailed explanations. Instead of stating, "You speak really rapidly, and I am concerned it's going to prompt me to make an error," you could state, "I am worried that I may make an error if I don't receive more details about what you are sharing with me.

Could you please clarify it again, gradually, so I can better comprehend what you need me to do?"





REFRAIN FROM ABSOLUTES

Nothing will intensify a miscommunication quicker than the use of the terms always or never. The reason is that most individuals will instantly begin processing all the evidence to disprove what has been declared. For instance, when you state, "You never empty the trash," the receiver will instantly begin thinking about all the occasions that they emptied the trash, which isn't your point. A more successful way to convey the same message would be to state, "I feel that our chores have become imbalanced and that I empty the trash more frequently than you do." That individual may still differ, but they're more likely to concentrate on discovering a solution than attempting to mentally tally the number of occasions they've emptied the trash.

ADDRESS PROBLEMS, NOT SUGGESTIONS

When you're participating in a team project where problems will unavoidably emerge, addressing problems, not suggestions, is essential. For instance, let's suppose your supervisor has requested you to establish a new procedure for delivering interoffice mail. If someone makes a suggestion that you completely differ with, it would not be suitable to state, "That is a foolish plan and will never function!" Instead, you could state, "One thing that worries me with that approach is that it may generate some confusion. Let's explore it some more so I can better comprehend your thinking." This approach establishes an environment of consideration for others' opinions while also encouraging honesty and collaboration.

When an interaction at work includes individual attacks, challenge yourself to redirect the discussion back to addressing the problem, instead of attacking an individual's or group's suggestion. Ask yourself, "What is the issue? How can I address the issue without attacking the suggestion?" For individual attacks that have already occurred, brainstorm approaches you could have addressed the circumstances without attacking another individual's suggestion. Consider if you have an underlying relationship issue that needs resolution.

Active Speaking

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careerhelp@wku.edu