

Communication tips

by Ken Larsen

1	Don't offer unsolicited advice.
2	<p>Create a prioritized list of what you want to say to a particular person or group. [Microsoft Word's table facility is a great tool for this.] Put the shortest, most important stuff at the top. It would be best if you can figure out a way to express your key point in under a minute. If your audience hasn't fled, go on to your second point, etc. Save your 60 page PowerPoint presentation for last ... if ever.</p> <p>I characterize this approach as "pyramid style". The most important and shortest stuff goes at the top. Your 60 page PowerPoint presentation goes at the bottom. Always begin with the stuff at top of the pyramid.</p>
3	<p>Be aware that communication is:</p> <ul style="list-style-type: none">• 55% body language• 38% tone of voice• 5% actual words spoken
4	Be alert to the body language of the person you're talking to. That gives you big clues as to whether they're listening to you or dreading you.
5	Make sure that your own body language, tone of voice, and words are welcoming and not threatening.
6	Recognize your own flaws and biases. We all have many.
7	Respect the other person's time. We live in a world where there is way too many things to do and way too little time to do them.
8	Honor the accomplishments/good points of the person you're talking to.
9	Put yourself in the shoes of the person you're talking to and try to understand their viewpoint and why they feel the way they do.
10	Practice. Up until 2014 I had never spoken at a public forum. Since then I've spoken many times. Many of those were video recorded. I've learned a lot watching those videos. Over time I've gotten better. Rome wasn't built in a day.