



# Effective Communication Skills

The ability to express yourself effectively is an asset in your working and personal relationships.

Getting your ideas across to others clearly, along with mastering the skill of active listening, will serve you well whether you are speaking one-on-one, to a group or communicating in writing.

## Before you speak or write

- Take a moment to think about what you want to communicate. Break your message down into a manageable amount of information.
- Know what you expect to achieve from the communication. This will guide you in the words you choose to use.

## Deliver your message

- Be mindful of your tone and maintain steady eye contact.
- Always review written communication for accuracy and clarity several times before sending.

## Remember to follow up

- When listening to someone else, nod to demonstrate that you are attentive.
- Repeat back what you heard the other person say and seek clarification if needed.
- Following up on an issue is the only way to convince others that you have heard what they have communicated.

Remember that everything you do, say or write communicates something about you. Most everyone can benefit from improving their communication skills. EAP coaching for supervisors and managers can support you in being more effective in your work and personal relationships.