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It's not just what you say…it's how you say it!

The Essential Elements of Effective Communication

What are the necessary components to achieve effective communication?

A _____ being _____

That _____ being _____

The message being _____

What are some of the things that can cause communication to be ineffective?

An _____ _____

Poor _____

Lack of _____ on the part of the receiver

Outside _____

Which of those causes can you affect?

_____ the message

Poor Reception and Outside Interference

What are the _____?

Would a different _____ , _____, or _____
make a difference?

Lack of comprehension

Make your message _____ to _____

_____ the receiver

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Face-to-Face Communication

_____ _____

_____ and _____ are very important

_____ _____ will increase engagement and reception

Use _____ _____ if possible

Read their _____ _____

Make sure your body language is _____ with your _____

Try to control _____ _____

Phone Communication

Raise your _____ _____

You may want to "_____ _____ _____"

Be more _____

Remember that you don't have _____ _____ and _____
_____ working for you.

Listen closely to their _____ _____, _____
_____, and even background noise.

Listening Skills

The most important thing in communication is to hear what _____ _____ _____.
Peter Drucker

Many attempts to communicate are nullified by _____ _____ _____.
Robert Greenleaf

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Written Communication

Make sure it is _____ _____!

Read through it to make sure it is _____ and _____

Email Correspondence

Turn on _____ _____ -_____

Include a _____ on every email

Make it _____ for them to _____

Remember the unwritten email _____

Include your _____ _____

Maximize your _____

Fax Communication

Use a _____ _____

Write _____

Be _____ on the coversheet

Use your coversheet as an _____ _____…keep it _____!

Mail (The old kind)

_____ and _____ are imperative

Utilize _____ check and _____ check

You may want to have _____ _____ proofread it.

The real art of communication is not only to say the right thing in the right place, but also to leave _____ the _____ thing at the tempting moment.

Lady Dorothy Nevill

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