

Communication Tools Safety Brief

Understanding is the product of good communication – leaders with the ability to understand **and** communicate with their employees can be one of the deciding factors in the survival of businesses in the future.

Means of Communication

Verbal / Non-Verbal

Written

Visual

Verbal / Non-Verbal Communication Skills

Talk specifics. Keep it simple. Be honest.

Choose the right time. With communication, there is . . .

- a time for sharing and a time for
- a time for praising and a time for
- a time for speaking and a time for

Choose the right words.

- Remember: It's not what you say- but how they
- Plan before you
- Encourage freedom of expression – agree to
- Don't be afraid to ask questions for

Choose the right place

- Choose an appropriate environment, suitable for the
- Praise in public; correct in

Use body language to reinforce spoken content

- Actions should correspond with
- Be aware of distracting habits and
- Use eye contact when speaking with

Listen – Listen – Listen

- The biggest deterrent to quality listening is that we concentrate more on how we will respond than to what is actually being
- You can encourage better listening skills if discussion and input are

Written Communication Skills

- Determine “What do I really want to say?”
- Consider whom you are writing to and
- Organize main points and supporting
- Keep the writing “active.”
- Use proper
- Edit several times – ***Always***