

Interpersonal Communication

Brought to you by the Diversity Advisory Committee

Effective communication requires effort and skill. Some know how to communicate instinctively; others have to work at it. Some suggestions for effective communication follow:

Respect: Treat people with courtesy, politeness and kindness. Never speak over, interrupt or cut off another person. Exercise patience.

Listen and show interest: Focus on what the speaker is saying. It's important to understand the other person's position *before* formulating your response.

Clarity: Be clear when communicating your own ideas. Seek clarification from others either by asking them to repeat themselves or asking questions.

Positive Body Language: Make eye contact and keep an open stance (e.g. uncrossed arms, good posture).

Electronic Communication: Avoid sending an email when you're angry. Let a written email rest and reread it later. You may want to make some changes. Email can miss the tone you're looking for and be misunderstood.

