



Tips for **respectful** communications

We all communicate – it's an extremely important aspect of our everyday lives but also so easy to overlook or get wrong!

Good communication skills help to develop and maintain effective relationships, eliminate any misunderstandings and encourage a healthy work environment.

Become an engaged listener - Effective communication is less about talking and more about listening and understanding people's emotions.

Emotional awareness and management - be aware of your own - and other people's - emotions and how to manage them.

Pay attention to non-verbal signals - messages we want to get across aren't just spoken. Your words may be saying one thing, your body another!

Questioning skills - have you understood someone's message correctly? People with good questioning skills are often seen as very good listeners.

Be self-aware - understand how your position and life experiences shape you. Take time to understand each other's point of view.

Stay focussed - you can't communicate effectively when you're multi-tasking and are likely to miss non-verbal cues. Avoid distractions and stay focussed.

Be polite - no matter who you're speaking to, what your mutual history is, what kind of day you're having or whatever other factors you bring to the table, good manners are a constant must.

#Respect

- improves working relationships
- contributes to job satisfaction
- reduces stress
- improves knowledge sharing and problem solving
- reduces conflict

Importantly, it also
opens the door to
new ideas!