

MaxTips!

Productive to the Max

Productivity

Performance

Profitability

Communicate Effectively

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Do you sometimes feel that others are just not "Getting it" when you try to explain something? Do you feel that people are avoiding discussions with you or are looking elsewhere while you are trying to convey a thought? Do people tend to back off when you approach them? Unless you have forgotten your deodorant on a regular basis, perhaps your communication skills are not up to par.

Communication is the key to productivity. Poor communication leads to errors and delays in decision making, lack of employee involvement and poor morale and motivation. If you are not a good communicator, you will notice not only a lack of productivity but hesitancy on the part of others to include you in their shared solutions. In order to communicate effectively you need to increase your understanding of others and become more aware of how messages are transferred between you and them so you can share the same meaning.

Whether you are communicating face-to-face, by telephone, in written form or by email you have certain responsibilities to uphold. As a *Sender*, get to know your audience, use the proper tone, Use " I" instead of "you" messages and request feedback. As a *Listener* maintain silence, listen with respect, focus on the entire message and for goodness sake wait until the person completes the thought (even if you are way ahead of them.) Paraphrase and summarize by being descriptive and specific in your feedback. Ask questions and thank the sender for the information. Make sure your *Body Language* is up to par. Don't fidget, yawn, look away or stare blankly into the distance.

You will waste more time and productivity with poor communication than any other skill you may acquire.

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