

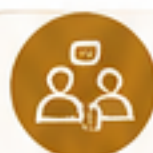
COMMUNICATION SKILLS

COMMUNICATE CLEARLY.
LISTEN ACTIVELY.
BUILD STRONGER
RELATIONSHIPS.



WHY IT MATTERS

Good communication builds trust, prevents misunderstandings and helps you work better with colleagues, customers and managers. It's a key skill for every workplace and every career.



KEY COMMUNICATION SKILLS

- ✓ **Speaking clearly and confidently**
Express your ideas in a clear, simple and professional way.
- ✓ **Active listening**
Focus on what others are saying without interrupting.
- ✓ **Asking questions**
Ask the right questions to understand and learn.
- ✓ **Giving and receiving feedback**
Give feedback in a positive and constructive way. Accept feedback with an open mind.
- ✓ **Adapting your communication style**
Think about who you're speaking to and adjust your style to suit them.
- ✓ **Using the right channels**
Choose the best way to communicate (face to face, email, phone, chat) for your message.
- ✓ **Being respectful and professional**
Be polite, kind and considerate in everything you say and write.



TOP TIPS



Think before you speak.
Take a moment to consider your words.



Listen to understand, not just to reply.
Show you value the other person.



Keep your messages clear and concise.
Avoid long, confusing messages.



Check understanding and confirm next steps.
This helps avoid mistakes.



Be mindful of tone in emails and messages.
Your tone can be misread in writing.



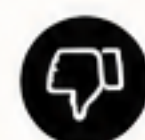
Build good relationships.
Strong communication leads to stronger teams.

COMMUNICATION DO'S & DON'TS



DO

- Be clear, honest and respectful.
- Listen actively and show interest.
- Ask for clarification if unsure.
- Give feedback kindly and on time.
- Use positive and open body language.



DON'T

- Don't interrupt or talk over others.
- Don't make assumptions.
- Don't use unclear or complicated language.
- Don't ignore messages or delay important communication.
- Don't be disrespectful or unprofessional.



PRACTICE MAKES PROGRESS



Practice speaking clearly and confidently.



Make listening your priority in conversations.



Ask questions to learn and understand.



Give and receive feedback to improve.



Keep developing your skills every day.



Great communication is not about what you say, but how you listen and respond.
Communicate with clarity. Connect with purpose. Succeed together.