

7 IDEAS TO STRESS ABOUT COMMUNICATION

- 1. *Communication is approximately 20% verbal and 80% non-verbal.***
- 2. *Our verbal message basically includes words, voice tone and volume.***
- 3. *Our non-verbal message includes things such as posture, facial expression, gestures and the physical space between the people communicating.***
- 4. *Communication is a two-way street.***
- 5. *Never start a conversation by telling a person that they are wrong. This will cause them to resist what you are saying and may result in an argument.***
- 6. *Stay on target. Try not to let your conversation ramble and wander. This may cause the person to lose interest.***
- 7. *If your communication fails, examine your verbal and non-verbal messages. What you have said and how you have said it may not match.***