

Build Your Communication Skills

We've added even more Tips to help you build your Communication Skills because like we said in Course 1, Communication is a skill that you can most certainly grow. Here are some areas you can improve on to become a better communicator:

Listen to hear not just to respond

A golden tool in this thread is Active listening, where your goal is to hear what the other person is trying to communicate, rather than assuming and then waiting for your turn to give your input. Active Listening takes time and practice to master, but you have to start somewhere right? Start by slowing down the pace at which you respond, by asking clarifying questions and making sure you truly understand what the speaker is meaning.

Respond in real-time

Ever heard the saying, "People burn bridges and wonder why you don't visit"? Not responding to someone is certainly one of the ways we can unintentionally burn our bridges. Providing a timely response impacts greatly the kind of reputation you create for yourself because trust is built when people know that you are listening, responding, and processing their thoughts and ideas. Everyone wants to be respected, appreciated, and heard, so taking the time to respond, even if just to say, "Let me get back to you when I have more information", can go a long way to improving your communication with others.

Be present in the moment

Have you ever poured your heart into someone and it felt like they were not getting it or worst, distracted by something else? A large part of being truly present, involves having the emotional intelligence to be empathic, recognize emotions in others and be able to sympathize and understand how they are feeling. To be truly empathetic, you must be able to think beyond yourself and your own concerns and put self in the shoes of others

Understand the different communication styles

PASSIVE COMMUNICATION is a style in which individuals have developed a pattern of avoiding expressing their opinions or feelings, protecting their rights, and identifying and meeting their needs

AGGRESSIVE COMMUNICATION is a style in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others. Thus, aggressive communicators can come across as verbally and/or physically abusive due to their extreme style of expression.

ASSERTIVE COMMUNICATION is a style where people clearly state their opinions and feelings and confidently advocate for their rights and needs without violating the rights of others. These individuals value themselves, their time, and their emotional, spiritual, and physical needs and are strong advocates for themselves while being very respectful of the rights of others.

PASSIVE-AGGRESSIVE COMMUNICATION is a style of communication where people appear passive on the surface but are acting out anger in a subtle, indirect, or behind-the-scenes way. People who develop a pattern of passive-aggressive communication usually feel powerless, stuck, and resentful – in other words, they feel incapable of dealing directly with the object of their resentments. Instead, they express their anger by subtly undermining the object (real or imagined) of their resentments.

Writing skills

Developing our writing skills can be intimidating at the beginning, but trust the process in that it only gets better with practice. Having effective written communication skills means capturing your thoughts and ideas clearly and concisely using a variety of tools. With the 4IR on the horizon we have many apps at our fingertips to support developing your writing skills- so take advantage of those tools and use it as an opportunity to learn.

(Source:<https://www.opencolleges.edu.au/blog/2019/04/29/6-essential-communication-skills-for-your-career-and-how-to-develop-them/>)