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WAYS TO IMPROVE COMMUNICATIONS BY MIKE LERARIO

TRANSMITTING

RECEIVING

1

USE SIMPLE, COMMON LANGUAGE

Don't use complex words when simple ones will do and never talk in jargon or acronyms that might be unknown or confusing to your receivers.



1

ATTENTION CONTROL

Don't get distracted; when receiving communications, give it your full and undivided attention.



KNOW HOW YOUR RECEIVERS PROCESS INFORMATION

If the target of your message is an audio learner, transmit in sounds not pictures. The four main learning styles and the way people process information are: visual, audio, reading/writing and kinesthetic (physical).

2



TAKE NOTES AND ASK QUESTIONS

Always have some way to take notes (pencil/paper, smartphone, tablet/laptop) and never be afraid to ask questions about things you don't fully understand.

2

3

USE AN "INTERPRETER"

Don't know how to draw pictures for your visual receivers? Hire a graphic artist (I use Fiverr). Same for the other three styles—learn how to transmit in that style or find someone who can serve as your "interpreter."



3

ACTIVE/EMPATHIC LISTENING

Repeat the communication in your own words: "What I think I heard you say was..." Develop empathy (emotional identification, compassion, feeling and insight) to truly understand.



4

WATCH FOR NON-VERBAL CUES

When communicating in person, non-verbal cues can let you know if your receiver doesn't understand or doesn't agree with your message. Some examples are: not maintaining eye contact; looking off into space; knitting their brow; frowning...



4

EMBRACE THE "BRIEF-BACK" HABIT

A step beyond Active Listening, get in the habit of briefing back to the transmitter your understanding of all assigned tasks and purpose.



5

FIND YOUR "NAPOLEON'S CORPORAL"

This is the story of how Napoleon made sure his orders were complete and could be understood by all his army. Buy the book *Leadership in Balance* to see how--<http://bit.ly/LiB1415>



5

KEEP AN OPEN MIND / REMAIN ACCESSIBLE

You must be willing to receive good news and bad news, new concepts and proven methods. If you react harshly to bad news or "bad" ideas, you will soon hear only the things you want to hear, not the things you need to hear.

