



NMA... Leadership Excellence^(sm) – The Roadmap

Top Ten Tips for Communication Excellence

1. Know what you rally want to say before you open your mouth.
2. If you are going to use jargon or buzz words, make sure that everyone understands their meaning.
3. When the information is important send a talk sheet or an agenda ahead of time for the conversation.
4. The best way to ask questions when you want information from other people is to start your questions with “what” or “how” rather than “why”.
5. Diversity should always be taken into consideration when you are passing on complicated information i.e. age, gender, race.
6. Men and women don’t always communicate the same way. Men seem to be most effective when speaking in strategic terms; women seem to be most effective in interpersonal language.
7. Listening is not just waiting to talk. Real communication is an awareness of the information being shared or provided.
8. Don’t always rely on email to pass on information. The written word, in person and a telephone call goes a long way to helping communication be clear.
9. Currently there are four generations in the workplace and each generation has its own favorite words and language. Learn them and appreciate them. By 2010 there will five generations in the workplace.
10. Never have a meeting without stated outcomes that you are trying to achieve or without providing an agenda. People avoid and dislike meetings because they seem to take time and not accomplish much.

Bonus: Handwritten, hand addressed notes are special to all people are. They can be for a thank you, congratulations, encouragement. It seems to be a lost art. Keep some stamps and blank note cards in your desk and send handwritten notes often. People will save them and reread them.

NMA Leadership Excellence

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“We work with senior leaders, in the areas of leadership, communication strategic planning and cultural development to maximize your potential and increase your productivity.”