

Rules of Effective Communication

FIT/UCE Employee Assistance Program
A Jointly Sponsored Labor Management Program

- 1) Clarify message you want to get across.
- 2) Know your audience.
- 3) Be aware of your feelings before, during and after communication takes place.
- 4) Read nonverbal cues from your listener.
- 5) Both speaker and listener can ask questions to ensure that message is being understood. Message can be repeated or rephrased to validate communication.
- 6) If something is interfering with your ability to communicate a message or in understanding one, honestly evaluate what you think the problem is. Be careful not to just assign blame to the other person. Look to see what your part in the problem may be. Questions to ask yourself may include:
 - a) What am I feeling about the person who is relaying the message?
 - b) What do I feel about the message being communicated?
 - c) If I am feeling threatened in some way, what is it that I am afraid of or is being challenged?
 - d) What is the best way I can communicate my difficulty in understanding the message that won't alienate the communicator?
- 7) Use "I" statements when confronting someone about something that has been done or said. Starting statements with "You did this, you are . . ." makes the other person defensive and closes off communication. Instead say something like, "I feel cut off when you interrupt me when I'm speaking."