

Tipsheet: Rules of clear communication

When talking:

- Speak in a clear voice
- Express what you think and act in a positive way
- Consider yourself to be equal to the person you're speaking with

Also mind your body language:

- Make eye contact in a friendly way
- Stand up straight, be relaxed and inviting
- Express what you feel with your body and be genuine; only smile if you really mean it and when it is appropriate; do not smile to please. This can be confusing.
- Look friendly but serious when making your point.

Listening skills:

- Listen without interrupting.
- Establish eye contact with the person.
- Clarify what has been said to make sure you understand.
- Empathise with the person as he/she is speaking.
- Offer non-verbal messages reflecting your feelings such as a smile or a nod or a touch on the arm.



Assertive communication:

Communicating clearly and positively, we also call this 'assertive communication'.

If you can communicate in an assertive way, you stand up for yourself while respecting the other person at the same time. This way you won't get into a fight.