

March 2018



# COMMUNICATING EFFECTIVELY

Communication is something we do instinctively--like breathing. Communicating effectively actually requires diplomacy and sensitivity. Choosing the right words, listening with our mind, instead of just our ears, and getting our message across are skills we can all benefit from when communicating.

Become a more effective communicator by using the following tips:

- Learn to listen – Listening is not just hearing. Listen to how words are spoken and the non-verbal messages they send.

- Be aware of other people's emotions – Make eye contact and use first names when appropriate.
- Empathize – Try to see things from the other person's point of view.
- Encourage – Offer words of encouragement and praise to others.

These simple communication tips and other resources are available via Learning on Demand to exempt and IT professionals.

**Log on to Learning on Demand  
to Get Started!**

Last month's theme was: **Diversity and Inclusion**  
Next month's theme will be: **Business Analysis**

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