

stop *Your* drama ▾

Competent Communication

Communication Mistake	Solution
Telling more than needs to be told	Make sure what you need to say really matters. Know what your point is before beginning your conversation.
Talking too fast	Practice your pauses and get comfortable with silence. Let the end of a sentence really be the end. Avoid tying your sentences together with the words “and” or “but.” Another way to work on this problem is to consciously try to match the rhythms of the person with whom you are talking.
No articulation	Start eliminating these three words and phrases, (like, you know, thing, um,) from your speech patterns and see how much more effective your communication is. An easy way to do this is to start paying attention to how many “fillers” other people use and how distracting this is to their message.
Taking too long to make the point	Organize your thoughts before you start speaking. Here’s the formula: Open, body, close. Here’s an example, “Janet, I want to get your OK on moving forward on the project (opening) and I have two decisions we still need to make. The first one is, should we shoot for October or November, and the second one is, and the boss said we need two more people to make it run smoothly, (body). Do we have the budget for this? I need to get your thoughts on this by Monday at noon, (closing.) The close is the ending point or call to action. Keeping an organization to your message will eliminate unnecessary story telling and increase your productivity tenfold.

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