



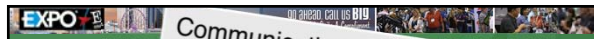
Welcome!



Use Your Words
- communicating in a noisy world

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Communication
From Wikipedia, the free encyclopedia

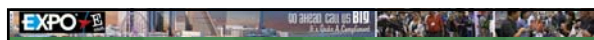
Jump to: navigation, search
For other uses, see *Communication (disambiguation)*.

Communication is the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior. Derived from the Latin word "communis", meaning to share. Communication requires a sender, a message, and a recipient, although the receiver need not be present or aware of the sender's intent to communicate at the time of communication; thus communication can occur across vast distances in time and space. Communication requires that the communicating parties share an area of communicative commonality. The communication process is complete once the receiver has understood the message of the sender. Feedback is critical to effective communication between participants.

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"If language is not correct, then what is said is not what is meant; if what is said is not what is meant, then what must be done remains undone..."

- Confucius / Chinese philosopher & reformer (551 BC - 479 BC)


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Effective communications - both sending and receiving - are vital in the success of relationships with customers, vendors, co-workers, friends and family

- me, 2018

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Really?

- Wikipedia:
Communication is the key factor in the success of any organization
- Stephen R. Covey:
*Communication is the most important skill in life. **

* from: The Seven Habits of Highly Effective People

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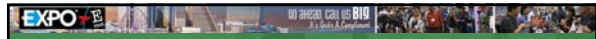


We all tend to think of communication from the perspective of the sender, the person 'doing' the communicating...

- our own perspective, knowledge
- trying to 'be heard'
- competing for airtime, mindshare
- making sure we're understood

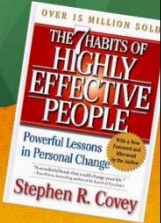


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*Seek first to understand,
then to be understood*

- Habit 5, from *The 7 Habits of Highly Effective People*
by Stephen R. Covey



OVER 15 MILLION SOLD
**THE 7 HABITS OF
HIGHLY
EFFECTIVE
PEOPLE**
Powerful Lessons
in Personal Change
Stephen R. Covey

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SWYN = GWYN

Say What You Need
=
Get What You Need
(sometimes)

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Your ability to communicate...

*...clearly and
effectively with
vendors, customers
and coworkers...*



*...affects everything in your
organization. Everything.*

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Food for thought...

Punctuate and spell like your future depended on it.

"Is our new project progressing as we had planned?"

it is ill
call you next week

It is. I'll call you next week.



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Food for thought...

Think before you hit 'send'.

Remember... you cannot un-ring a bell.



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Food for thought...

Netiquette.

Minimize abbreviations (use real words)

r u av 4 a mtg

Don't shout (all capital letters)



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Thank you!

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