



## COMMUNICATE EFFECTIVELY

- Be direct.
- Be complete and specific.
- Be clear and consistent.
- State your needs and feelings clearly.
- Separate fact from opinion.
- Focus on one thing at a time.
- Deliver messages immediately.
- Avoid hidden agendas.
- Be consistent with nonverbal messages (expressions, body language, gestures)
- Reinforce with repetition.
- Make the messages appropriate to the receiver's level of understanding.
- Look for feedback that your message was received accurately.

## RULES OF DELEGATION

- Selection of to whom you delegate
- Specific description of the task required to be undertaken.
- Clear instructions setting the parameters of delegated authority.
- Definitive explanation of the outcomes required.
- Explanation of resources available
- Timetable and final completion date for the task
- Budget if applicable
- Regular review of progress

## TEN COMMANDMENTS OF LISTENING

1. Face the speaker, look at them and maintain a good eye contact.
2. Look interested.
3. Keep an Open Mind
4. Listen to the words and try to picture what the speaker is saying.
5. Don't interrupt, and don't try to impose your solutions.
6. Wait for the speaker to pause to ask clarifying questions.
7. Ask only those questions which will clarify what has been said. Don't interrupt the speaker's train of thought.
8. Give the speaker regular feedback, using facial expression and 'receptive language'.
9. Pay attention to the non-verbal cues.
10. If in doubt whether to speak or to listen – **LISTEN**.