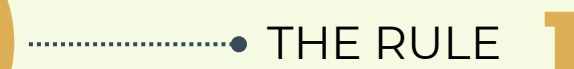


10 RULES OF EFFECTIVE COMMUNICATION

Conversation plan

If it is difficult for you to start a conversation spontaneously, especially with an unknown person, make an approximate plan before the conversation, you can identify possible topics.

THE RULE 1



Name

Try to address your interlocutor by name. Politeness and respect also contribute to effective communication.

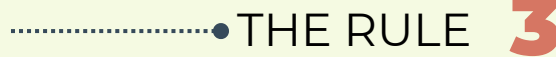
THE RULE 2



Positive qualities

Try to find positive traits in each person. In particular, remember about your positive qualities too.

THE RULE 3



Mood

In communication, pay attention to the mood, condition of the other person. Developing the ability to understand the moods of others helps to understand other people without words and react more effectively.

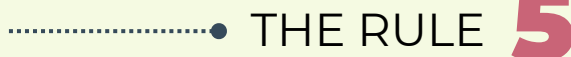
THE RULE 4



Non-verbal means

Nonverbal signs often say more about us than we think. Use eye contact in conversation, an "open" pose, nodding your head as a sign of understanding.

THE RULE 5



Ask questions

If you ask questions and repeat the last few words after another person, it demonstrates that you are interested in his story.

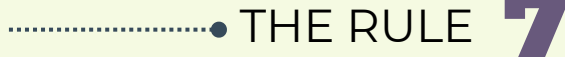
THE RULE 6



Concentration

At the moment of communication, it is better not to be distracted by extraneous matters or the phone. This will show your sincere interest to your interlocutor.

THE RULE 7



Effectiveness

If you are going to say something, it should be stated clearly and concisely as possible.

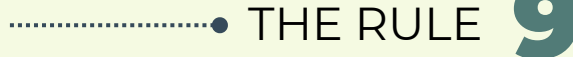
THE RULE 8



Understanding

Make sure that you are understood correctly. If necessary, repeat your information. If you did not understand what your interlocutor told you, also clarify all the unclear moments.

THE RULE 9



Listen carefully

Listen carefully to your interlocutor and do not interrupt. It is important what we say, and it is important with what intonation. Do not give advice and do not criticize if you are not asked about it.

THE RULE 10

