

COMMUNICATION

Communication Factsheet

WHAT IS EFFECTIVE COMMUNICATION?

A helpful way to look at effective communication is by looking at the 3 C's of communication. These are:

1. **CLARITY** - Identify your key points that you want to convey to the other party. Think about these and write them down beforehand. When writing these down, avoid jargon and other language that could confuse your audience or distract them from your central idea.

Spend time developing your key messages before you communicate them.

This will allow you to focus in on what you want to say and aid your own understanding of your viewpoints so that you can wrap your head around all aspects of the idea.

This ensure that you can deliver your content with clarity.



2. **CONCISE** - Try to keep things short, coherent and direct. Here, less is more! Saying less allows you to keep yourself focused on the point, which will help you in getting your message across. When communicating, ensure that you define exactly what you want people to understand and what you're asking them to do. Avoid using "filler" words - e.g. "um, like, really, very". In written communication, use bullet points, headings, or bold emphasis.

3. **CONSISTENT** - This is about repetition and frequency. Make sure you communicate regularly at different time points. Don't be afraid to repeat your points - be a "broken record" if need be!



TYPES OF COMMUNICATION STYLES

Every person has a unique communication style. It's important to be aware of this and evaluate your style according to the situation.

PASSIVE >

Too Nice
 Suck It Up
 Hold It In
 Denial
 Subtle Manipulation
 Guilt
 Shame
 Low Self-Esteem
 Powerless
 Latent Hostility
 Weak Boundaries
 Passive
 "Door Mats"
 Needs Acceptance

ASSERTIVE

Firm
 Clear Messages
 "I" Statements
 Broken Record Technique
 Well Respected
 Self-Accepting
 Self-Aware
 Self-Confident
 Powerful
 Comfortable
 Well Defined, Clear
 Boundaries
 Active
 Content
 Self-Sufficient

< AGGRESSIVE

Mean
 Explosive
 Arrogant
 Oblivious
 Manipulative
 Self-Absorbed
 Threatening
 Low Consideration of Others
 Tyrannical
 Hostile
 Overbearing
 Attacking
 Dominant
 Needs Power

Assertive communication is considered the "gold standard" across a range of contexts, especially in personal and professional relationships.

How Do We Become Assertive?

1. Make the decision to be more assertive - move up from passive or down from aggressive.
2. Use strong language affirming language such as "I" statements, avoid you statements as this is how you can easily start to come across as blaming.
3. Recognise that you cannot control other's behaviour and reactions
4. Don't rescue people: Being wrong, upset, embarrassed is part of living it's how we recognise and learn from situations.
5. Therefore learn to say NO - constructive communication should always come out as win-win (even if you're letting someone know they have mucked up.
6. Validate other's opinions and viewpoints - don't just say your point! It's equally as important to understand the other party's viewpoint
7. Actively listen to others
8. Be emotionally neutral in discussions. If things become escalated, communicate this to the other party, take some time apart to gain clarity and calm yourself down, and arrange for a different time to resume the discussion.

For more information about communication and coping strategies contact the EAP line on 1300 878 379

