

# 9 Tips for Successful Communications

Get clear on the desired outcome. Spend time considering the best way to have the conversation and plan for contingencies.

Timing and ways of communication matter. Important conversations should be in person or via videoconference.

Communicate to connect; be curious and defer judgment.

Practice positive reframing and ask powerful questions – this is especially helpful during contentious dialog. Avoid words like why, but, and never.

Measure commitment to the outcome/next steps by asking, "On a scale of 1 - 10 how committed do you feel to the next steps?"

Keep communication channels open with frequent engagement through different channels—not just when you need or want something.

Resolve conflict quickly. Step away from the conversation and come back again if either party becomes too emotional.

Listen completely. Parrot back to confirm understanding.

Breathe through tension to stay in the conversation.

