

Effective COMMUNICATION skills



PAUSE

Consider the best time to communicate; pause and take a breath as needed in the moment.

REFLECT

Identify what you want/need to communicate and the best way to do so.



SHARE

Use assertive communication (verbal and non-verbal) and “I” statements when communicating.



LISTEN

Actively listen with an open mind, demonstrate empathy.



CONSIDER

Think about the other person’s perspectives and ideas; consider how you can use what you are hearing from the person to support you.

