

## Appreciation

Communication with others requires two things from your communication partner: time and actively taking part in the communication. Appreciate that your communication partner is giving you their time and contributes valuable input.

## Connection

While talking, keep in mind that your communication partner is also a human being. Relax the situation and get connected on a personal level by talking about personal interests, hobbies, how the journey was and what they had for lunch. Avoid politics and religion.

### 8 Ways to improve your day-to-day communication

## Encouragement

Maintain an encouraging and positive atmosphere even when criticizing someone or something. Otherwise people might close up, dooming further communication attempts.

## Focus

Always keep in mind what the aim of the communication is. Beforehand, figure out what results you are looking for. During the conversation, don't get distracted, keep the focus on the aim and the required results.

## Listen actively

While someone else is talking, don't just wait until it's your turn again. Instead listen actively. Try to understand the partner's perspective, learn the other point of view. Ask questions if something is not clear. Be polite, don't interrupt, show that you appreciate the input.

## Feedback

Not everything you say is perceived as you expect: misunderstandings happen all the time. Thus request feedback. Let others confirm in their words what has been communicated and what is expected or agreed upon.

## Clearness

Make clear, easily understandable statements. Don't get lost in unimportant or too technical details. Avoid overly complex or too long sentences. Don't mix in abstract and hard to understand metaphors. Keep it short and simple.

## Next steps

After each communication the next steps must be set and clear to everyone: who is supposed to do what now, when should it be done and where should it be delivered. If necessary, write it down, send it around to make sure that you have indeed a shared understanding.