



## Post-Training Support

# Communication Skills

Communicate clearly, concisely, confidently with specific purpose. Emphasize key points and follow a logical sequence.

In oral communication, think first, speak second. That's good advice anytime you have something to say, be it in person, over the phone, or to a group. By presenting your points clearly and concisely in a logical order, you help people understand, pay attention, and avoid confusion. Follow the steps below to quickly and easily organize your communication.

Clarify the purpose and importance. What are you trying to accomplish with the communication? That's the purpose.

### Do you want to?

1. Inform? Do you want to share information?
2. Instruct? Do you want to explain how to do something?
3. Influence? Do you want to motivate others to act or decide something or do you want to gain their support or agreement?
4. Why does the topic matter to you, your team, or your organization? That's the importance.

To address importance, answer the most vital question listeners have: "What's in it for me?"  
Examples:

- "I want to talk with you about what's causing our software problems and then find some ways to fix them (purpose). I know you're aware of how they're keeping us from meeting deadlines (importance)."
- "I'm leaving this urgent voice mail to let you know about a change in the agenda for tomorrow's team meeting (purpose). I thought you'd want to know ahead of time so you could prepare some questions (importance)."

### Notes: