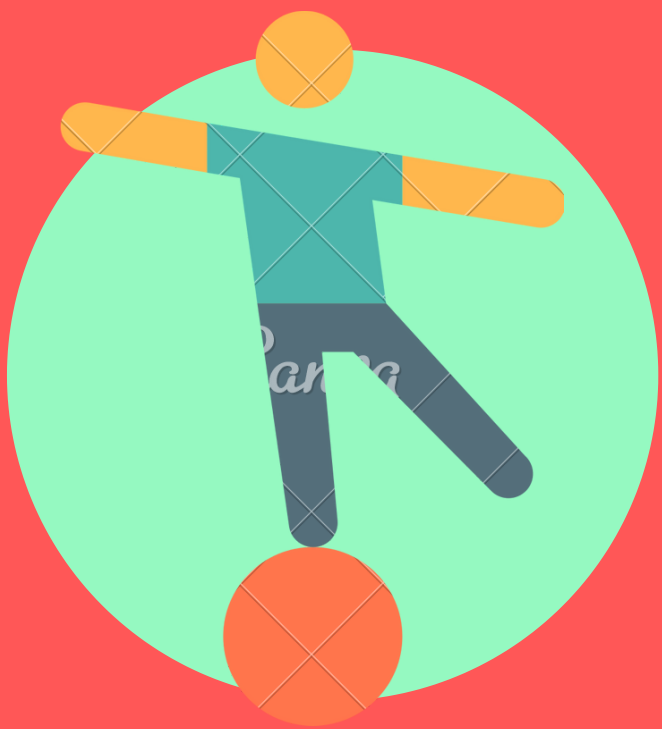




# IMPROVING COMMUNICATION SKILLS



## 1. KEEP BALANCE

While working on our skills we tend to focus more on how effectively we can only talk. Understand that communication is a balance between talking and listening.



## 2. KEEP A POSITIVE ATTITUDE

Make sure to smile and show polite behaviour. This makes you appear as someone who is easily approachable.



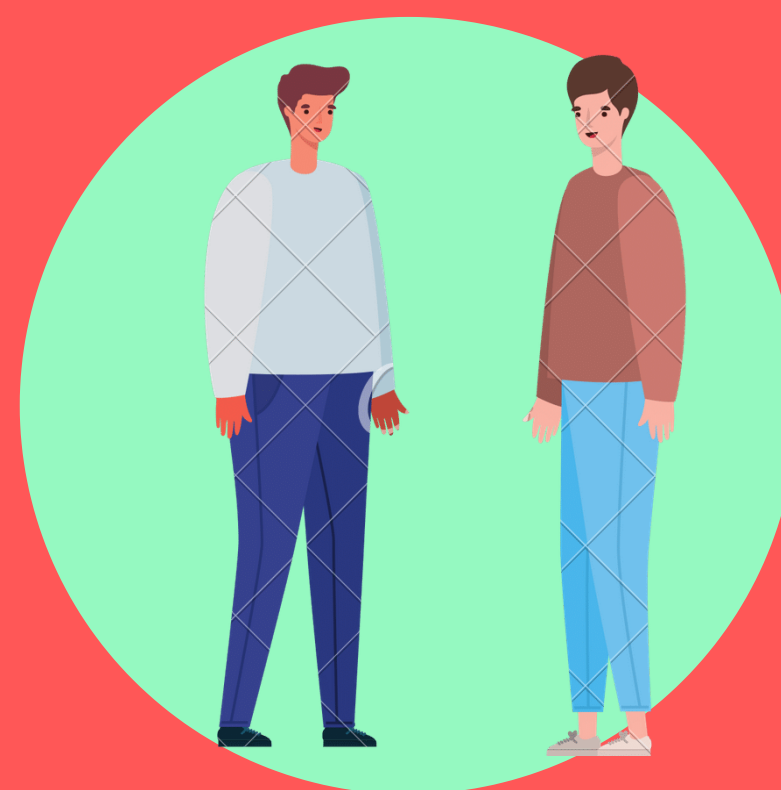
## 3. ENSURE APPROPRIATENESS

While having a conversation, be careful about the language that you use. You must be able to choose words and expressions wisely.



## 4. THINK BEFORE YOU SPEAK

Always take a moment to think and decide the things that you want to say. Avoid being spontaneous.



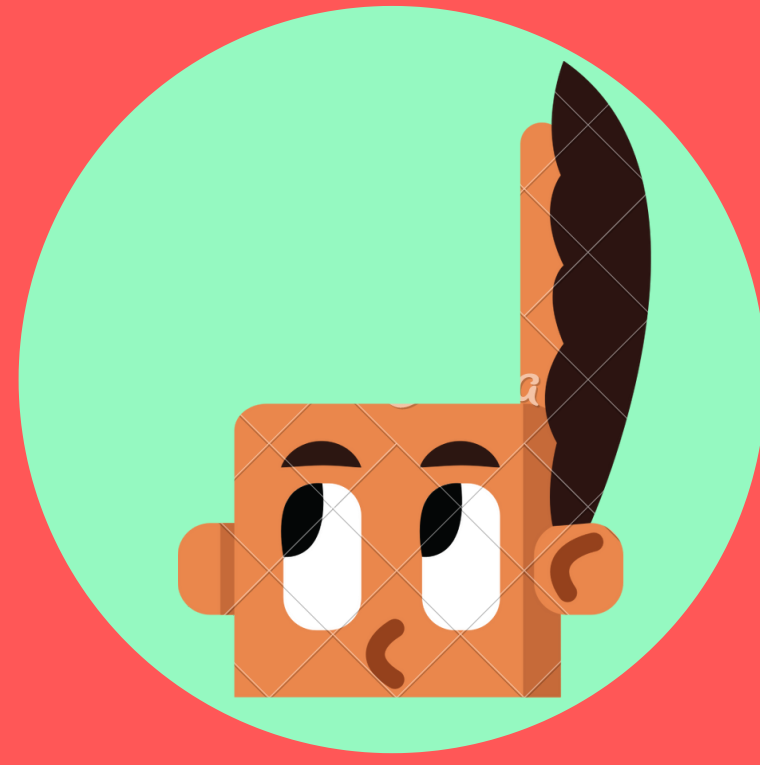
## 5. MAKE YOURSELF CLEAR

While talking about something, make sure that you talk in a way that is understandable. Use language that is simple and can be easily comprehended by the listener.



## 6.BE PRESENT

We often get distracted while communicating which leads to misunderstanding. Avoid using your phones, maintain eye contact and listen actively.



## 7.BE OPEN

While having conversations, expect that others will respond and present their opinions. Be open to listening to others' point of views.



## 8.SEEK CLARIFICATION

If you fail to fully understand something, ask for clarification in a very polite manner



## 9.AVOID SELF-PROMOTION

Conversations are an opportunity to connect and build relationships. Avoid bragging about your recent triumphs and attainments.

