

HOW TO IMPROVE YOUR COMMUNICATION SKILLS

National Workforce candidate resources

CLEAR AND CONCISE



If you're unsure of what to say, or are feeling nervous, there can be a temptation to over explain. However, saying less can often have greater impact. If you have a message or idea you want to share, think about the key messages. Choose 3-4 points and stick to them. If it helps, jot them down and get clear on each before you share your points with anyone else.

BE A GOOD LISTENER



Communication isn't all about output. A great communicator will be an excellent listener. Allow others to speak (and don't interrupt). Pay attention to what is being said. If it's not clear, ask questions. This will help the person clarify their point.

BODY LANGUAGE



Communication comes in many forms and it's not all verbal. The way you present yourself to others can convey messages you're not even aware of. Crossed arms, poor eye contact and facing away from a person can communicate reluctance, nervousness and disinterest. Be conscious of how you present yourself when communicating with others. Sit upright, keep your hands relaxed and maintain eye contact.