



Your Points to Ponder

Nah! They are not my customers - P2P Quick Communique #21

"Communication, after all, is not so much a matter of intellect as it is of trust and acceptance of others, of their ideas and feelings, acceptance of the fact that they're different and that from their point of view they are right." (Covey 1991).

How often do you focus your communication efforts with those that you work with on a daily or consistent basis? Are you conscious of how you communicate with the other people you interact with ... clients, prospects, customers, salespeople, cashiers, people in other corporate departments, receptionists, restaurant wait staff?

I recently had an appointment with my eye doctor. As I pulled into the parking lot, a female got out of her car and nearly walked right in front of me. Instead of honking the horn, scrunching up my face and yelling at her, I smiled and waved her to continue walking of me. *Imagine my surprise* when my eye doctor introduced me to her new associate ... the *same* female I encountered in the parking lot! Luckily I chose to act, not react, in that situation.

You may not be conscious of how you communicate, or the message you are sending, especially when you've heard no complaints. You believe that "all is well". **This can be erroneous.**

When you are communicating, do you:

- Take into consideration what you know about the other person: their background? the words they use? how they talk to you?
- Think about who else will be hearing your conversation, and how that would affect your working relationship with them?
- Remember that what you are saying may not be clear to them because of your different thinking patterns and perspectives?

Some questions I have found to get clarity in communications are:

- Does that make sense?
- Let me explain my reasoning....
- If I understand correctly,, is that right?

Asking these questions will help you get your message across clearly, leaving less to their imagination and conjecture. It will also help you because you will have had to work the process or the logic in your own mind first.

Who knows what will result? Less conflict, less stress, perhaps even an unexpected professional alliance or friendship!

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

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