



Top Tips

Communicating Effectively

'Let thy speak be short, comprehending much in few words'

Ecclesiasticus

1. Develop a clear and concise style of communications — on paper, on the telephone, and in person.
2. Take the time to plan what you want to communicate, and know your objectives.
3. Identify the key issues, order your points logically, and discard irrelevances.
4. Time your telephone calls—try to complete each call within three minutes.
5. Set aside a period of the day for making telephone calls — another for writing letters.
6. In a meeting, give the other person your full attention, but avoid small talk and get to the point quickly.
7. Try to meet in the other person's office — then you can decide when to leave.
8. Develop techniques to manage interruptions — set a time limit, remain standing, have a clock in your office. Use them appropriately.
9. Use your secretary or assistant to screen potential interruptions.
10. Beware of welcoming interruptions as an excuse to put off unpleasant chores.

Designing

Developing

Delivering

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