



- ✓ Are authentic
 - Find and use your own voice (use language and values that are your own)
- ✓ Respect people's time
 - Provide rationale/examples
 - Be clear and to the point
 - Be careful with jargon and TLAs
- ✓ Pay attention to non-verbal cues (yours and theirs)
 - Use cues as an opportunity to check-in (rather than make assumptions based on them)
- ✓ Spend more time listening than talking
 - Listen to hear
 - Talk to address their questions/concerns (not simply reiterate your point)
- ✓ Communicate often
 - Stay in touch with people and check-in regularly
 - Recognize that people need multiple communications on the same topic
- ✓ Tailor their approach
 - To the audience
 - To the message
 - To the situation
- ✓ Follow-up
 - Check in on how message was received
 - Report back on results
- ✓ Are models of civility
 - Set the tone for the organization
 - Credibility for when you need to follow-up with others on this issue