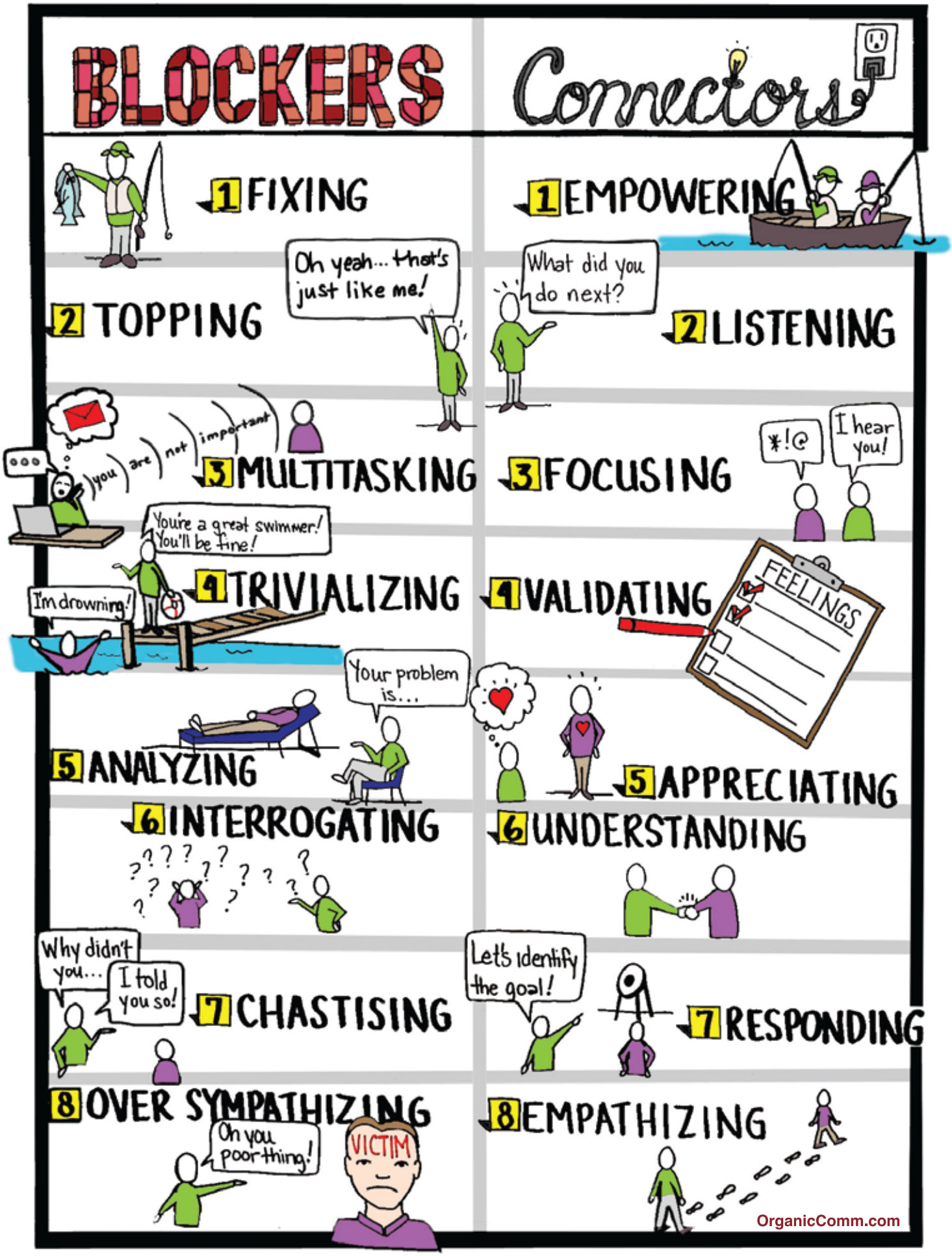
STOP BLOCKING, START CONNECTING

8 Key Skills of Successful Communicators

organic communication



organic communication

STOP BLOCKING, START CONNECTING:

8 KEY SKILLS OF SUCCESSFUL COMMUNICATORS

BLOCKER: FIXING
CONNECTOR: EMPOWERING

- Focus on desirable outcomes and actions.
- Help them arrive at their own conclusions and solutions.
- Champion them by providing encouraging words, and remind them of past successes.
- Share your decision-making method – don't decide for them.

BLOCKER: TOPPING
CONNECTOR: LISTENING

- Focus your attention on the story/details they are sharing.
- Avoid jumping in with your similar experience.
- Listen to them and don't shift the focus to you.
- Understand and relate but don't one-up or compare.

BLOCKER: MULTI-TASKING
CONNECTOR: FOCUSING

- Be present and alert. Make eye contact.
- Concentrate on your conversation.
- Avoid distractions like technology.
- Connect with their words and their feelings.

BLOCKER: TRIVIALIZING
CONNECTOR: VALIDATING

- Remember what it felt like not to know something.
- Acknowledge the worthiness and legitimacy of their concern.
- Provide supportive words. Validate their feelings and position.
- Recognize there are many activities and subjects that make you feel clueless.
- Use your knowledge to help others grow and develop.

BLOCKER: ANALYZING
CONNECTOR: APPRECIATING

- Value their perspective and manner of seeing & experiencing the world.
- Respect their opinion.
- Appreciate their approach.
- Appreciate their unique talents and skills.

BLOCKER: INTERROGATING
CONNECTOR: UNDERSTANDING

- Seek to understand the issue. Listen wholeheartedly.
- Hear them out completely before interjecting with questions.
- Ask relevant questions that probe the situation.
- Don't doubt them or make assumptions.

BLOCKER: CHASTISING
CONNECTOR: RESPONDING

- Be proactive by focusing on the desirable outcome.
- Resist reactive communication.
- Don't chastise, demean and discourage.
- Discuss and demonstrate appropriate actions.

BLOCKER: OVER-SYMPATHIZING
CONNECTOR: EMPATHIZING

- Acknowledge their emotions.
- Be compassionate and merciful.
- Don't victimize them.
- Don't make them feel helpless and powerless.
- Be sensitive to their feelings.
- Relate to their ideas.
- Identify with their position.