

CHECKLIST FOR COMMUNICATING

Most people are aware of and sensitive to the ways with which they prefer to be communicated. Many people find this section to be extremely accurate and important for enhanced interpersonal communication. This page provides other people with a list of things to DO when communicating with Suzanne. Read each statement and identify the 3 or 4 statements which are most important to her. We recommend highlighting the most important "DO's" and provide a listing to those who communicate with Suzanne most frequently.

Do:

- Ask "how?" questions to draw her opinions.
- Show sincere interest in her as a person; find areas of common involvement; be candid and open.
- Be sincere and use a tone of voice that shows sincerity.
- Be prepared.
- Move casually, informally.
- Support your communications with correct facts and data.
- Use scheduled timetable when implementing new action.
- Start, however briefly, with a personal comment. Break the ice.
- Give her time to ask questions.
- Provide a friendly environment.
- Provide personal assurances, clear, specific solutions with maximum guarantees.