

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 Clay. Read each statement and identify the 3 or 4 statements which are most important to him. We recommend highlighting the most important "DO's" and provide a listing to those who communicate with Clay most frequently.

Do:

- Look for hurt feelings or personal reasons if you disagree.
- Take your time and be persistent.
- Give him time to ask questions.
- Take time to be sure that he is in agreement and understands what you said.
- Be prepared.
- Provide guarantees that his decision will minimize risks; give assurance that provides him with benefits.
- Define clearly (preferably in writing) individual contributions.
- Watch carefully for possible areas of early disagreement or dissatisfaction.
- Support your communications with correct facts and data.
- Provide a friendly environment.
- Give him time to verify reliability of your comments--be accurate and realistic.
- Present your case softly, nonthreateningly with a sincere tone of voice.
- Provide personal assurances, clear, specific solutions with maximum guarantees.

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