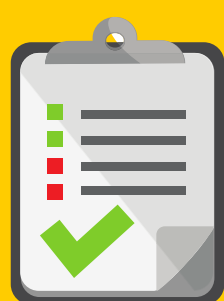


Ask yourself these questions for...

EFFECTIVE COMMUNICATION

AM I CLEAR ON WHAT I WANT FROM THE INTERACTION?



What is the “thing” that you want from this interaction?

The first thing to be clear on is what you want to get out of the interaction. What is your objective? What is the "thing" that if addressed would mean you were satisfied with the outcome.

HOW DO I WANT THE OTHER PERSON TO FEEL AFTER THE INTERACTION?



What do you want the other person to walk away with?

It is not enough to be clear on what you want. Think about the impact you want to have. All interactions are two way. What is the impression you want to make? How would you like the other person to describe the interaction?

HOW DO I WANT TO FEEL ABOUT MYSELF AFTER THE INTERACTION?



Can you look yourself in the eye?

Knowing how you want to feel after the interaction can help you to keep your cool and maintain a climate of respect and warmth.

HOW CAN I TAKE A CURIOUS AND OPEN STANCE?



What can you do to foster an open mind

Think about what you can do to show that you are listening and open to what the other person is saying. This includes your tone and body language as well as your listening style.