

1. Active Listening

Good communicators listen more than they speak. Practice reflecting, nodding, and paraphrasing to build understanding.

2. Clear Expression

Keep your points short and structured. Use examples to support abstract ideas.

3. Conflict Handling

Disagree respectfully. Use “I” statements over “you” accusations.

4. Turn-Taking

Allow everyone to speak. Interruptions reduce trust and clarity.

5. Non-Verbal Signals

Maintain open posture and eye contact. 70% of communication is non-verbal.

6. Asking Questions

Ask open-ended questions to invite contribution and clarify confusion.

7. Providing Constructive Feedback

Be specific and positive. Say “You explained your point well” instead of “You talk too much.”

8. Awareness of Group Dynamics

Notice who dominates or is quiet. Encourage balance to ensure better outcomes.

9. Adapting to Audience

Tailor tone and detail based on who’s in the room — team lead, peers, clients, etc.

10. Summarizing Points

After key moments, summarize to make sure everyone is aligned.