

General communication skills



LECTURE
SUMMARY

Covered in this lecture:

General advice on communicating
with people in your company

Taught by:



- ▶ Being a communications hub is one of the biggest parts of the product manager job

- ▶ **#1 Meetings**
 - learn how to take advantage of meetings
 - you have to make sure that activities that come from meetings are followed up on
 - send a recap email after the meeting

- ▶ **#2 Conference calls**
 - make sure that you have the right intonation and that you deliver a clear message
 - make sure there are links provided for all that you are discussing

▶ #3 Emails

- ensure that you are writing clear, concise messages, accompanied by the right resources and data that you refer to

▶ #4 Informal meetings

- these are great for connecting, getting feedback, ideas, and working to build support
- Learn the art of communicating differently with different types of people

See you next lecture!