

Quick Tips

Am I a Good Listener?

Attitudes

Do I like to listen to others talk?

Do I encourage others to talk?

Do I listen even if I do not like the person who is talking?

Actions

Do I put what I have been doing out of sight and mind?

Do I look at the speaker?

Do I smile, nod my head, and otherwise encourage the person to talk?

Do I think about what the person is saying?

Do I let others finish what they are trying to say?

Do I encourage the person to go on if there is hesitation?

Do I restate what the person has said and ask if I got it right?

Do I listen even though I anticipate what the person is going to say?

Do I ask questions in order to get the person to explain the idea more fully?



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Communication



Leader Tips Leadership Development Tips for Groups



Office of Campus Life
Richland Community College

LEADership Mastery Program

10 Guidelines to Good Communication

1. I will be sure I understand what I want to say.

- What is the real purpose of my message?
- What do I expect the receiver to do?

2. I will clarify my ideas before I attempt to communicate them.

- Can I accurately say what I want to say?
- Am I interesting? Meaningful?
- How many ideas should I include?
- What is the minimum number of ideas I must get across?

3. I will state my message as simply as possible.

- Is technical language imperative or would simpler language be better?
- Will the words I use mean the same to the receiver as they do to me?
- Will a picture or graphic help convey the message?
- Have I been as brief as desirable?

4. I will consider the entire environment affecting my communication.

- What impression does my form of the message convey?
- When and where will the message be received?
- How will the time and location affect the interpretation?
- Is it necessary to use several methods to get the message across.

5. I will be sure I understand what I want to say.

- Can I capitalize upon his or her known needs or interests to improve understanding?
- Can I get the message from his or her viewpoint and understand it?
- Am I telling the receiver all he or she needs to know?

6. I will consider the overtones of my message as well as the intended message.

- Does the “tone” of the message say more than the basic content?
- Can various interpretations of meaning cause my message to be misunderstood?

7. I will provide and encourage feedback.

- Can the receiver easily tell me what was understood?
- Can he or she ask for more information?
- How can someone report personal feelings or actions resulting from my message?

8. I will follow up my communication.

- When I finish my message, was it complete?
- How will I know when it is complete, how successful it was, or what further steps I’ll need to take?

9. I will be sure my actions support my communication.

- Do I do as I say?
- Does my body language support my message?

10. I will seek not only to be understood, but also to understand. I will be a good listener.

- Do I concentrate when I listen?
- Do I understand what the other person is really saying?
- Am I listening or just hearing?
- What feedback should I give the message I heard?



Communication is the key to relationships. Good communication builds mutual confidence and trust. Bad communication causes mishaps, confusion, and distrust.

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