

Effective communication skills - online, offline and over the phone

Understand what you want to achieve - make sure you know what you want to say. This helps determine the medium you use to communicate - and whichever medium you use, you will be clearer.

Understand that people may like to communicate in different ways from you. Communication is first and foremost about the other person. It's not about what would be easiest, quickest or least scary for us.

Consider the barriers to communication ('noise'). Anything that interferes with the ability to send or receive a message, for example, information over- or underload, jargon, language, context, bias etc.

Tips:

1. Read the whole email before replying!
2. 3-email rule - anything over three emails and you should pick up the phone!
3. Always assume the best intention - helps to eliminate frustrations over tone or attitude on email!