

Below provides a compilation of resources for a specific skill, to help you drive your own development, so that you can take charge of your career.

COMMUNICATION

Effectively communicating with, listening carefully to, and providing effective explanations to others in the workplace

For the Leader to Provide Support

Team building and individual activities to help provide contextual support to these new development behaviors in a structured environment so that you can support your team members through their development goals.

- Have team members leading a portion or all of a small team meeting, provide feedback following the communication
- [15 Communication Exercises and Games for the Workplace](#)
- [Active Listening](#)
- [5 Conversation and Communication Tips \(with exercises\)](#)
- [How do I Improve Team Communication?](#)



Communication

- **Book:** *Crucial Conversations: Tools for Talking When Stakes Are High*, Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- **Article:** [Interpersonal Skills](#), Skills You Need
- **Article:** [The Dos and Don'ts of Giving and receiving feedback](#)
- **YouTube:** [Run, hide, or say thank you: when faced with feedback, what do you do?](#) Joy Mayer at TEDxCoMo
- **YouTube:** [The Art of Positive Communication](#) Julien C. Mirivel, University of Arkansas at Little Rock TedX

Listening

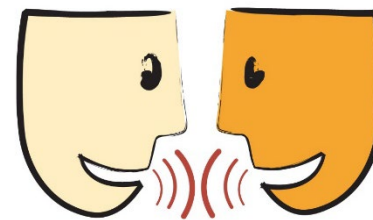
- **Book:** *The Lost Art of Listening: How Learning to Listen Can Improve Relationships*, Michael P. Nichols
- **Book:** *The Coaching Habit*, Michael Bungay Stanier
- **Article:** [How Becoming a Better Listener Will Benefit Your Career](#) BalanceCareers.com
- **Article:** [Types of Listening Skills With Examples](#) BalanceCareers.com



Verbal

Communication

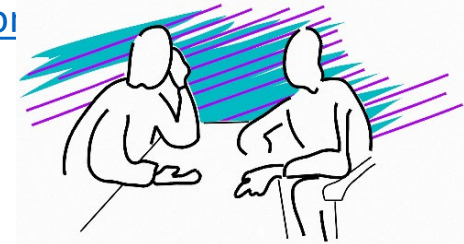
- **Article:** [Speaking up in Tough Situations](#) Toastmasters
- **Article:** [Public Speaking Skills](#) Toastmasters
- **Article:** [Powerful Questions Can Have a Powerful Effect](#), by Jamie Walters
- **YouTube:** [The Power of Effective Questioning](#)



Non-verbal

Communication

- **Article:** [Nonverbal Communication](#) helpguide.org
- **Video and Article:** [Body Language](#) MindTools
- **YouTube:** [Your Body Language May Shape Who You Are](#) Amy Cuddy, TED
- **YouTube:** [Non Verbal Co!](#)



On-the-job Activities

- **Listening:**
 - Hold the conversation where there aren't any distractions; a private area, closing the door and remove phone, tablet, computer, or any item that might distract you
 - Avoid interrupting when the other person is speaking; focus on what they are saying verses formulating what you are going to say next
 - Ensure your posture conveys openness and being receptive; avoid crossing your arms or turning your back to the person
- **Your Situation and Audience:**
 - Be aware of communication preferences of others and use the method they prefers; a co-worker may prefer to talk face-to-face, your boss may prefer a quick phone call
 - Use the appropriate tone of voice for the situation; the same word can have different meanings when said with a different tone of voice
 - Keep the other person's perspective in mind when trying to get your message across
- **Clarification:**
 - Take time to state and repeat key points in different ways by using different words or rephrasing; this is especially important for critical or technical issues
 - Ask the person to restate your points in their own words to check for understanding and help with future communication.
 - Look for facial cues or gestures that might indicate that the other person is listening to and understanding your explanations; a person nodding in response may indicate they agree or understand

