



# TATE'S Communication *Pointers*

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People in organizations typically spend over 80% of their time in an interpersonal situation; so it is no surprise that the root of a large number of organizational problems is poor communications.

Effective communication is an essential component of organizational success whether it is at the interpersonal, organizational, or external levels. The majority of our communication is non-verbal. This means that when we attribute meaning to what someone else is saying, the verbal part of the message actually means less than the non-verbal part. Non - Verbal Communication

Non-verbal communication is that which is not said but communicated through body-language, such as facial expression, eye movement, posture, and gestures. Often a person says one thing but communicates something totally different through vocal intonation and body language. These mixed signals force the receiver to choose between the verbal and nonverbal parts of the message. Skill in communication involves a number of specific strengths that can be developed and enhanced throughout your life!

**The following is a list of pointers that can be used to develop your skills:**

- Do listen openly and with empathy.
- Do judge the content, not the messenger or delivery
- Do comprehend before you judge
- Do ask, repeat, rephrase to gain comprehension
- Respond in a way that shows you understand the problem and the concern
- Do attend to non-verbal cues, body language, not just words; listen between the lines
- Do ask the other for his views or suggestions
- Be specific, not global
- Do not use generalities
- Be objective and neutral
- Be validating; acknowledge other's uniqueness and importance
- Do not control the conversation; acknowledge what was said
- Use "I", not "They"
- Don't react to emotional words, but interpret their purpose
- Practice supportive listening, not one way listening
- Decide on specific follow-up actions and specific follow up dates

**TAKE POSITIVE ACTION:**

1. Model the behavior you want to see from others. Why would employees follow the rules if you don't? It is powerful!

2. Act as if you are part of the team, not always the head of it. Dig in and do actual work, too. Employees will appreciate that you are personally knowledgeable about the effort needed to get the work done.
3. Do what you say you're going to do. Don't make rash promises that you can't keep. People want to trust you and your leadership.
4. Use every possible communication tool to build commitment and support for the organizational goals, values and the culture you want to create.
5. Hold strategic conversations with people so people are clear about expectations and direction.