

When you are communicating, What are they hearing?

7% is your Words.

38% is your Tone.

55% is your Body Language.

Words-

Words are extraordinarily powerful. Used skilfully, they can generate encouragement, purpose, even peace. But used negatively, they can be weapons of conflict, confusion and fear.

Tone-

When speaking with others, your tone clarifies and conveys meaning. A phrase as simple as "I don't know" can be taken in a number of different ways depending on how you decide to express it. Your tone can not only affect how people perceive you but also their willingness to listen to you – especially in the workplace.

Body Language-

Non Verbal. Body language is the unspoken element of communication that we use to reveal our true feelings and emotions. Being aware of body language in others means that you can pick up on unspoken issues or negative emotions.

Communication Techniques

Aggressive-

Anger. The aggressive communication style is emphasized by speaking in a loud and demanding voice, maintaining intense eye contact and dominating or controlling others by blaming, intimidating, criticizing, threatening or attacking them, among other traits.

Assertive –

Direct. Assertiveness in the workplace is a key communication skill that allows you to speak up for yourself in a manner that is respectful and appropriate for the work environment. Assertiveness means being confident in communicating your skills, abilities and goals without being pushy.

Passive-

Not being heard. Passive behaviour results in an “I lose; you win” outcome. Passive behaviour includes violating your own rights through inaction or by failing to express your thoughts, feelings, or desires.

Example: “We can do whatever you want. Your ideas are probably better than mine.”