

EFFECTIVE COMMUNICATION

Ability to listen effectively and relay information via written, verbal, and non-verbal means in a way that is understood by target audience

TO DO:

- Listen
- Eye contact
- Nonverbal cues
- Be confident & friendly
- Accept & give feedback

NOT TO DO:

- Interrupt
- Overcomplicate the message
- Gossip
- Criticize
- Be offensive or defensive



ECU[®]