



Trusted • Responsive • Leaders

Improving Communication

Active Listening

Pay full attention when the person is speaking, avoid interruption, show that you are listening through nodding or verbal acknowledgments.

Be Clear and Concise

Avoid using complicated terms.

Nonverbal Communication

Pay attention to body language, facial expressions and eye contact.

Ask Questions

This may help clarify the situation.

Empathy

Try to understand things from the other person's point of view.

Practice Emotional Intelligence

Be aware of your emotions and those of others, this can build stronger connections and resolve conflicts more effectively.

Feedback

Provide constructive feedback and be open to receiving it.

Preparation

Think before you speak. Take a moment to gather your thoughts. If you are presenting, make sure you understand your subject.

A handwritten signature in black ink, appearing to read 'Dr Daniel Violette'.

Dr Daniel Violette
NBDS Registrar