**COMMUNICATION BRIEFINGS**

***COMMUNICATIONS BRIEFINGS*** is a

monthly idea source for decision makers.

the newsletter provides down-to-earth

communication ideas and techniques

that you can put into action to persuade

clients, influence peers and motivate

employees.

Here’s some great ideas that work:

**Be a trouble-shooter.** When you run into

a problem, try to think of at least two

solutions before you take that problem to

your boss. It shows that you’re a thinker

and problem-solver as well as a doer.

Try this simple tip to help you project a

good first impression: **Notice the color**

**of a person’s eyes as you shake hands.**

*Why it works:* You’ll gain strong eye

contact in a way that shows you’re

interested in what the person has to say.

**Never be too busy to laugh.** Nothing

gets people through a crisis like a good

laugh—and a manager who’s willing to

enjoy it with them

**Leaders don’t want clones of**

**themselves** as employees. They never

ask “Do I like or dislike this employee?”

But they won’t tolerate poor

performance.

**Leaders aren’t threatened** by others

who have strengths they lack.

**Don’t just talk open-door policy.**

Practice it by walking around and

talking to employees. Allow people to

disagree and to come up with new

ideas.

When designing a form that you might

be faxing, **fax the form to yourself** to

see if the design is working. If it’s

difficult to read any of the form after

it’s been faxed, you should re work it.

**Keep tabs on what you delegate.**

As the deadline nears, check to make

sure that everything is on target.

**RUNNING A GOOD MEETING**

***Here are some tips on how to run a meeting:***

**DON'T** compete with group members. Give their ideas precedence over yours.

**LISTEN** to everyone. Paraphrase, but don't judge.

**ASSUME** that everyone's ideas have value. Don't put anyone on the defensive.

**CONTROL** the dominant people without alienating them.

**REALIZE** that your interest and alertness are contagious.

**KEEP** all participants informed about where they are and what's expected of

them. Keep notes on flip charts or a board that everyone can see.

**CHECK** with the person who owns the problem to find out if an idea is worth

pursuing or if a proposed solution is satisfactory.

**GIVE** others a turn at running the meeting. Those who learn to lead learn how

to participate.