

## **Communicate Your Way to Success**

In order to realize your goals in life or work, you will most definitely need to interact and communicate with others. How you approach and engage with your partner, family, peers, co-workers, customers, superiors, employees, etc., will in part determine your ability to succeed with your goals. This newsletter will outline several ways in which people often communicate ineffectively and tips toward effective communication. As obvious as some of these will appear, we have a strong tendency to approach communication in these ways anyhow. You will likely notice yourself communicating in such ways with certain individuals. While you cannot change the other person, you can change your approach, beginning with communication.

### **Ineffective Communication**

**1. Ordering or demanding**

Example: "You must..."

Roadblock: Authoritative approach receives rebellious, defensive or retaliatory response. It can produce resentment and resistance.

**2. Warning or threatening**

Example: "You had better get going otherwise..."

Roadblock: Efforts to control the other's actions with negative consequences can produce resentment and sabotage.

**3. Moralizing or admonishing**

Example: "If you were more responsible you would..."

Roadblock: Appears self-righteous and suggests lack of trust, creating guilt response.

**4. Advising or providing answers (without request)**

Example: "What I would do is..." "I think you need to..."

Roadblock: Suggests lack of confidence in capacity of other and insults one's intelligence.

**5. Persuading or lecturing**

Example: "Your ideas make no sense because..."

Roadblock: Attempts to convince other you are right leaving person feeling wrong and stupid. It does not consider others ideas, feelings.

**6. Judging, criticizing, or blaming**

Example: "Don't you think you should have given yourself more time so you

would not have been late.”

Roadblock: Suggests criticism will help improve behavior however elicits feelings of inadequacy and inferiority. Response may be to give up.

**7. Inappropriate praising or agreeing**

Example: “You are such a competent person.”

Roadblock: If perceived as insincere flattery it appears condescending. It creates a feeling of being the “underdog”. Also sets up a power balance in which person seeks approval for what is valued by other.

**8. Ridiculing or shaming**

Example: “You are so lazy.”

Roadblock: Putting down or stereotyping the other person.

**9. Interpreting, analyzing, or diagnosing**

Example: “You’re just trying to get attention.” “Your problem is you get distracted.”

Roadblock: Being an expert on someone else’s life puts into question a person’s ability to solve his/her own problem.

**10. Empty Reassurances**

Example: “You’ll feel better in the morning.”

Roadblock: Ignores the individual’s worry, anxiety and self-doubt hence the problem does not get changed.

**11. Probing or interrogating**

Example: “Why do you always feel that way?” “What was so hard about this project?” “Where were you yesterday?”

Roadblock: Sets up defensiveness.

**12. Diverting or kidding**

Example: “Did you get up on the wrong side of the bed?” “You think you have problems.” “Let me tell you about mine.”

Roadblock: discounts person’s experience.

Communicating your way to success involves *active listening*. Active listening shows concern and interest in understanding both the person and the situation. It is the process that involves actively hearing what another person is communicating and attending to that communication.

## Ten Tips toward Effective Communication

**1. Make and keep eye contact**

This shows confidence and respect. Be present and focused. You will maintain the attention of the listener.

**2. Listen carefully and with interest**

If necessary for understanding, repeat back what you heard for clarification. Be careful not to dominate the conversation.

**3. Show respect for the other's feelings and ideas**

Listen without thinking about what you want to say next. Attend to what s/he has stated. Inquire about the other's ideas, suggestions.

**4. Listen with the willingness to be swayed to the other person's opinion**

You are not obligated to sway, but stay open to it. Consider making statements such as "That's possible", "You may be right".

**5. Ask open-ended questions**

Begin with *what, why, how do* or *tell me*. Open ended questions are more engaging, information gathering, revealing and offers more to the conversation.

**6. Become assertive not passive or aggressive**

To express yourself assertively, use the first person singular; I statements. Speak about your own wishes, needs and interests i.e. "I want...", "I need...", "When I hear..." "I would like...", "I worry about...", "When you say that... I get the feeling of...", "I feel... because it...me..."

**7. Keep to the subject, do not stray**

**8. Speak clearly**

Slow down, animate (avoid monotone), enunciate, use appropriate volume. Even include gestures.

**9. Remind yourself of your life vision and values**

Your vision and values can be a guiding force for maintaining effective and successful communication skills. Be aware of the kind of person you want to project to the world.

**10. Get feedback**

Inquire to others as to which of the 12 ineffective ways of communication you may engage in. Find out the impact. This may motivate you to make a change sooner than later.

Finally, take advantage of communication resources. Studies show that the most successful entrepreneurs and leaders know their limitations and seek outside counsel and resources.

**Copyright 2005, Lisa Martelli**

---

If you would like a free consultation to learn how coaching can assist you to realize your goals in your personal life and/or work, I can be reached at (978)686-5693 or [click here](#) to email me.

---

I welcome new subscribers! Please forward this newsletter to others who may be interested in my newsletter, coaching services, or programs. If you wish to subscribe/unsubscribe to this free monthly newsletter, please do so on the Newsletter page of my website, [www.baystatecoaching.com](http://www.baystatecoaching.com).

---