

Unless the Person Has Understood There has been No Communication

What is being communicated in your organisation and how?

*Try these Tips for Delegation**

CLARITY

- What specific task are you delegating
- Explain the Task in detail

RESULTS/OUTCOME

- Why are you delegating
- What are the desired goals/outcomes
- What is in it for the person you are delegating to
- What is in it for the organisation

QUESTIONING - Ask:

- Do you understand what I need? Get them to tell you in their own words
- What resources do you need? (gets person engaged in the process)
- Invite questions and feedback

BENCHMARKS

- How will you know the goal/outcome has been achieved
- What measurement will you use.

REPORTING

- How, who, to whom, how often
- What is the mechanism
- Know what you need to know from them
- Make clear what you need to get back

CONSEQUENCES

- If the job is done well or if the job is not done well.
- Get them to put it in writing and sign it—just like a contract.
This ensures they understand and take ownership of it.

*Source Brian Tracy Advanced Coaching & Mentoring

Business Success
Requires Effective
Communication

Communication Barriers:

- Everyone has past
 - Perceptions
 - Experience, &
 - Assumptions of you or someone like you.
- Different Genders
- Different Generations
- Different Cultures

You need to get through these for effective communication to occur

“Seek first to understand, then to be understood”

Stephen R Covey

Components Of Communication

You communicate your message face to face by

Language	7%
Tone	28%
Physiology	55%

On the telephone

Language 18% Tone 82% !

SO SMILE ON THE TELEPHONE - IT WILL BE HEARD

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