

# COMMUNICATION HACKS

HERE'S HOW TO BE THE PERSON THAT EVERYONE LOVES TALKING TO.

Speak with

## CONFIDENCE

Even if you don't feel it

### DON'T SAY

“UM” “UH” “ERM”

Pause instead and you'll sound more sure of yourself.

### SAY IT LIKE YOU MEAN IT

Don't make your sentences sound like questions if they aren't.

### CUT THE BACKSTORY

~~NAMES DATES PLACES~~

Short and sweet is more memorable.

Show you

## CARE

Make people feel heard

### ASK MORE QUESTIONS

Especially those that start

WHO WHERE WHAT WHEN HOW.

### REPEAT THE SPEAKERS WORDS IN YOUR HEAD

as they say them to stay focused.

### PAY ATTENTION TO WHERE SOMEONE PAUSES...

so you don't interrupt them.

Create a

## CONNECTION

Build meaningful relationships

### EMPATHISE WITH OTHER PEOPLE

Put yourself in their shoes to help them feel heard.

### ENCOURAGE WHOEVER YOU'RE TALKING TO

with a “Yup” “I see” “Uh huh” or a nod to reassure them that you care.

### LISTEN MORE. AND NOT JUST TO REPLY, BUT TO REALLY UNDERSTAND.