

Best Practices for Verbal Communication

"Communication is 55% body language, 38% tone of voice, and 7% content of words."

- Albert Mehrabian

Body Language

- Use open body language (refrain from folding arms, crossing legs, or hunching body over).
- Maintain eye contact when speaking and listening.
- Smile!

"Time is the new currency, so spend it wisely."

- anonymous

Make it Relevant

- Focus on the topic at hand.
- Know your audience.
- Keep topics relevant to the listener.

"We listened to what our customers wanted and acted on what they said. Good things happen when you pay attention."

- John F. Smith

Make it Sincere

- Be an active listener.
 - Make a point to show understanding to the person speaking.
 - Ask questions when you need clarification.
- Speak with conviction and confidence.
- Be up-front and honest with dialogue and be mindful of hidden agendas.

Best Practices for Verbal Communication

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”

- Anthony Robbins

K.I.S.S. (Keep It Short & Simple)

- Avoid using industry jargon (AYP, GPA, etc.).
- Keep to the point.
- Make sure the conversation is two-way in nature.
 - Allow opportunities for responses throughout the conversation.

“Our society has become faster-paced and more casual, but professionalism remains key...”

- Employee Development Systems

Professionalism

- Speak from a teaching standpoint, not a parenting viewpoint.
- Use names of individuals as you speak with them.
 - Refer to individuals by their formal names (Mr., Mrs., Ms., etc.), unless they have indicated that it is okay to call them by their first names.
- Remember both parties have the student’s best interest in mind.
- Keep in mind that you are a representative of the school district.

“Give a concise but informative statement that can be easily relayed. Do not, however, assume that your message will be communicated...”

- Salary.com

Phone Calls

- Use common courtesy when starting and ending a phone conversation.
- Remember there is more room for a misunderstanding on the phone, so **K.I.S.S.**
- Set up a meeting in person when it is necessary to discuss details or potentially “hot” topics.
- Focus on using the proper tone of voice throughout the entire call.