

# Enhancing Communication Strategies

- Emotional awareness is the cornerstone
- Connection between how you feel and how you behave
- Ability to relate to others with compassion and empathy
- Well-developed social skills
- Identifying, using, understanding and managing emotions
- Managing relationships and building networks - common ground & rapport



## Boundaries:

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## Situational Stressors:

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## Flashpoints:

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- Impact of diversity
- Impact of positive attitude
- Different people communicate in different ways
- Assumptions are the basis for strategies
- Flexibility to adjust
- Prioritizing the communication event
- A problem is the difference between what you have and what you want
- Continuous improvement requires continuous change
- Impact of habits and emotions on communication
- Be selective of who you spend your time with