

## ESSENTIAL SKILLS OF COMMUNICATING

### OBJECTIVES:

- **See** that communication is a two-way process.
- **Construct** clear, concise messages in the interest of the listener.
- **Manage** nonverbal behaviors to reinforce the intent of messages.
- **Listen** actively to improve communication.  
**Create** a climate of open communication, which increases team members' motivation and commitment.

### SKILL POINTS:

- Create a Climate of Open Communication.
- Design Clear, Concise Messages.
- Manage Nonverbal Behaviors Effectively.
- Listen to Communicate.