

Communication Checklist

- ☒ Control your Pitch Pace and Volume
- ☒ Don't interrupt
- ☒ Be genuinely curious and interested
- ☒ Acknowledge their perceptions as real to them
- ☒ Listen with a commitment to understand
- ☒ Summarize to insure you are clear about what the other person is saying and means
- ☒ Avoid sarcasm, demeaning or condescending comments
- ☒ State things simply and clearly. Avoid being lengthy and drawn out
- ☒ Take personal responsibility (own what is yours. Something is always yours)
- ☒ Avoid blame

