



# MindTeam Solutions

## Effective Communications Tips for Success

**The words you say matter** to the message you intend to convey. These tips will help you choose them carefully.

- Keep words positive. For example – can instead of cannot, do instead of do not, like instead of dislike.
- Kick the “but...” “Yes, but...” cancels the positive and alerts the listener to be wary of what comes next.
- Use short, exact words. For example – pen instead of writing implement, couch instead of ottoman, truck instead of semi tractor-trailer.
- Give praise and show appreciation. Mean it and make sure praise and appreciation are sincere.
- Explain terminology and define acronyms and jargon.
- Lead the conversation toward a specific conclusion or agreement without being rude and abrupt.
- Encourage rather than discourage. For example – “I believe you can...”
- Generate confidence instead of insecurity. For example – “We will accomplish this together by...”
- Refer to a thesaurus for alternate words. This helps expand your vocabulary.

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**MindTeam Solutions, Inc.**

*Great things happen when groups get together!*

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Tips from “Stuff for Busy People” pocket reference book series

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