

Speak up and be heard!

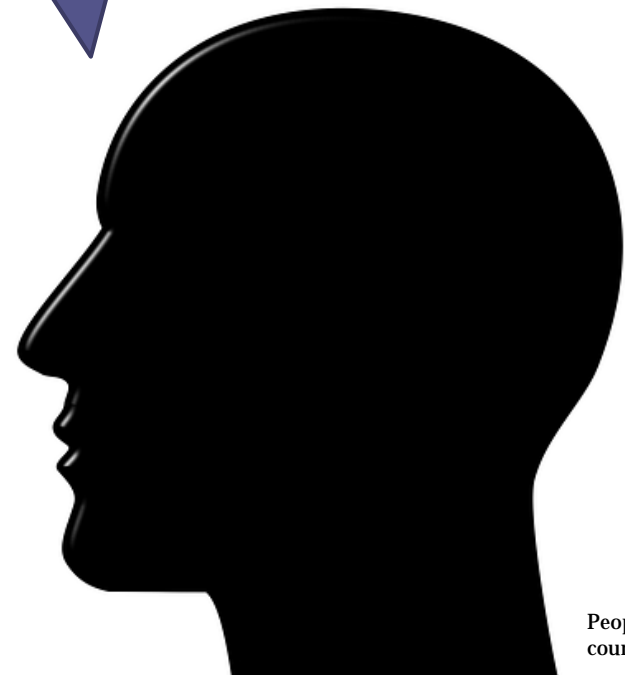
Practical communication tips

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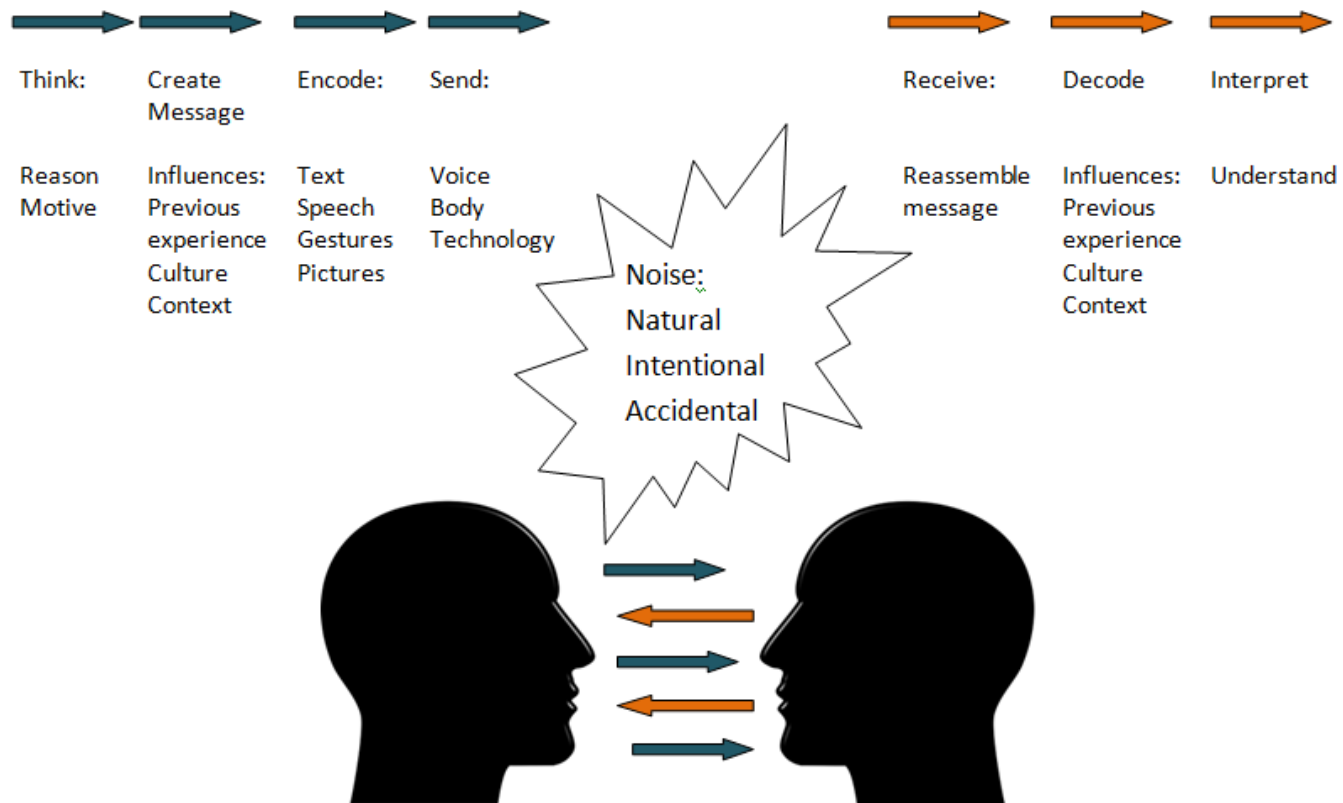
Communication is easy, right?

Tell me
about any
issues, OK?

Yeah,
Sure.



Communication model



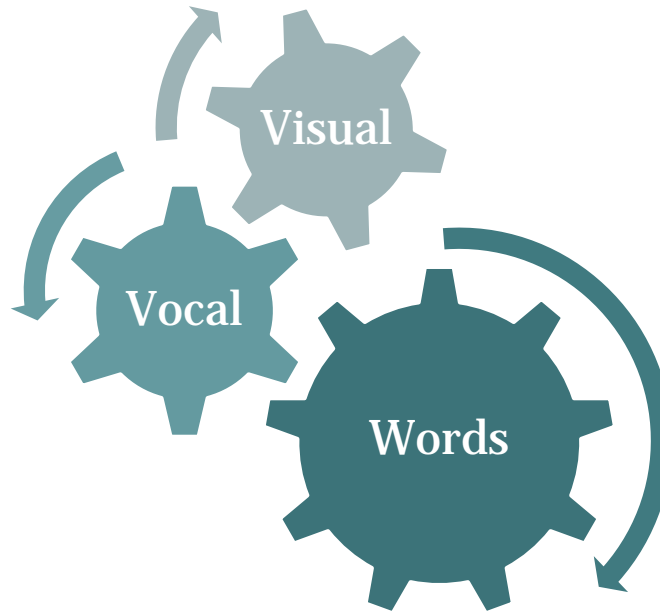
People illustration courtesy of [Pixabay](#)

Components of communication

- **Content – words**
- **Tone – pitch**
- **Body language – eyes, posture**

Personal inventory

- **Handout – consider how you deliver your message.**



Communication styles

**“The only healthy
communication style is
assertive communication.”**

Jim Rohn

Assertiveness

“Standing up for your rights while respecting the rights and beliefs of others”

Assertiveness

- Is like any other skill – needs to be practised
- The differences can be subtle:
 - Look, it is only what I think but... (passive)
 - You should do it this way... (aggressive)
 - I think we should... (assertive)

Assertiveness

- Take notice of how you deliver your message
 - Use the checklist in your handout
 - Try something new
 - And again...
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- **Remember – not everyone will like your new approach**

But...

**Be brave
enough to
start a
conversation
that matters.**

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For more...

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