



## Cheat Sheet: Better Workplace Communication

*Quick reference for clear, confident, & collaborative conversations at work*

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### 1. Think Before You Speak

*Clarity begins with preparation.*

**Do:**

- Take a breath before responding
- Clarify your purpose (What's the primary goal of this conversation?)
- Organise your key points

**Don't:**

- Speak just to fill silence
  - Launch into a rant or monologue
  - Assume others know your intent
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### 2. Listen to Understand, Not Just to Reply

*Active Listening is the most underused communication skill.*

**Do:**

- Use non-verbal signals (nodding, eye contact)
- Summarise or reflect what you heard. Make them feel listened to.
- Ask open-ended follow-ups

**Don't:**

- Interrupt or finish others' sentences
  - Let your mind wander while they talk
  - Jump straight to solutions
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### 3. Be Clear, Not Just Correct

*Being technically right doesn't mean you've communicated well.*

**Do:**

- Use plain language
- Break down complex ideas
- Give examples or analogies. Connect to what they already know

**Don't:**

- Overload with jargon or detail
  - Assume understanding without checking
  - Prioritise sounding smart over being understood
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### 4. Tailor Your Message to Your Audience

*Meet people where they are, not where you are.*

**Do:**

- Consider what matters to *them*
- Adapt tone and timing appropriately
- Respect cultural and individual differences

**Don't:**

- Use a one-size-fits-all approach
  - Ignore context or hierarchy
  - Talk 'at' people instead of 'with' them
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### 5. Assert Yourself Without Aggression

*Assertiveness = clarity + respect.*

**Do:**

- Use "I" statements (e.g. "I need..." or "I feel...")
- Set boundaries calmly and clearly
- Speak up early. Don't let issues fester

**Don't:**

- Use sarcasm or passive-aggression
- Apologise unnecessarily for speaking up
- Avoid tough conversations altogether



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## 6. Follow Up and Follow Through

*Great communication doesn't stop at the meeting.*

**Do:**

- Recap key takeaways or next steps
- Keep people in the loop
- Deliver on what you said you would. Develop systems to support your memory

**Don't:**

- Assume people will remember everything
- Drop tasks without confirmation
- Ghost after agreeing to something

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## Final Tip:

**Good communicators aren't born, they're built.**

Practice, reflect, and improve just like any other skill. Proactively seek feedback on how you're doing.