

Communication Top Tips



FEEL

People perform better when they feel good about themselves. They need to feel included, competent and cared for.

THINK

People perform better when they have a clear understanding of how they contribute to the performance of the team, function or company.

DO

People perform better when their managers demonstrate their values in a consistent and fair way. 85% of the impact of communication is attributable to what a person does.

- STOP TALKING and LISTEN!
- Keep an open mind
- Listen to feelings not just words
- Judge ideas not the person
- Check for understanding as you proceed
- Ask simple, open questions
- Separate fact from opinion
- Use “I” to denote ownership
- Follow-up meetings with actions, summaries or a “thank you”
- Keep it as short as possible
- Deliver in person, confirm by email
- If you don’t “get” agreement, you won’t “see” agreement

- Communication is a 2 way process. Learning how to “receive” is just as important as learning how to “transmit”.
- Communication is both a short term and long term process. How you communicate – over time – determines your reputation.
- Communication works on three levels. You communicate messages to others but you also communicate your feelings about those messages and your attitude to the other person.
- Communication is a central component of your influence. Poor communication limits one’s potential to lead others and change organisations.

- [“So what you’re saying is...”
- [“It sounds like you’re not happy about that.”
- [“So we agree on the principles but you would like to see it done differently?”
- [“What’s behind your anger here?”
- [“How do you see that working?”
- [“To achieve our target, we need to shift 5000 parts today. Do you agree?”
- [“I feel let down when you don’t carry out what you have promised.”
- [“What, exactly, does the team want?”
- [“Thank you for that report, your extra effort is really appreciated.”
- [“So we agree that you will take responsibility for ensuring that 5000 parts are shifted today?”

CONSULTANCY

TPS Consultants offer a high quality service operating from boardroom level to the shop floor.

TRAINING PROGRAMMES

TPS offer high quality courses in:

- Communication/Influencing
- Interviewing
- Appraisal Skills
- Management/Supervision
- Relationship Management
- Leadership
- Change Management
- Psychological Testing

CUSTOM SOLUTIONS

TPS have developed custom programmes for clients in engineering, utilities, pharmaceutical and retail. Our creativity and responsiveness to client needs is recognised as a key benefit by the organisations with whom we work.

For more information on any of our products or services please visit us on the Web at:
www.TPSDevelop.com

How TPS can develop your organisation



TPS Provide support to a range of clients across all industry sectors. Our consultants provide a comprehensive range of individual and organisational assessment and development solutions. We are UK based but we work across the world wherever our clients have people needs which need addressing.

While we have a full portfolio of high quality programmes available for immediate use, our philosophy is always to match our solutions to the needs of our clients. Our client engagement process is second to none and each client project is carefully managed by the most suitable consultant with the right qualifications and experience. Our dedicated client liaison partner ensures that satisfaction is guaranteed every step of the way.

Note: All TPS work is provided on a fee-for-service basis. Each project is subject to a separate quotation and all consultancy, material and associated fees are made clear at the start of every project. Where venues or equipment is used, TPS will normally expect clients to provide such unless explicitly agreed beforehand.

People Requirements

- Upscaling the performance of an individual, a team or the entire organisation.
- Getting the right people into the right jobs – efficiently and cost effectively.
- Helping an organisation to define and implement change in order to better meet its strategic objectives.
- Building relationships internally and externally within and between teams and with customers.
- Assessing the “state of health” of the organisation.

SERVICES AVAILABLE

- Assessment Programmes
- Change Management
- Appraisal Systems
- Training Courses
- Team Development
- Psychometric Testing



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