

# Communication Tips for SHARE students

## In General:

- Be respectful and polite
- Be a good listener
- Make eye contact
- Be confident
- Good communication means saying just enough - don't say too little or talk too much. Try to convey your message in as few words as possible. Say what you want clearly and directly, whether you're speaking to someone in person, on the phone, or via email.

## Verbal

In person and on the phone

- Introduce yourself (and shake hands if face-to-face)
- State the purpose of your visit/call
- Be an active listener
- Provide any information requested
- Thank the person for his/her time

If leaving a message

- Identify who the message is for
- State your name, where you are from (SHS) and the purpose of your call
- Leave contact information (phone number or e-mail address where you can be reached)
- Thank the person for his/her time

## Written/e-mail

- Be clear and concise in your message.
- Before sending, ALWAYS reread your message and check for grammar, spelling, and misused words.
- Use subject line descriptions
- Do NOT use abbreviations, "text" formats, or short cuts in your e-mail. It is unprofessional.
- Check the "tone" of your e-mail.
  - When we meet face-to-face, we use body language, tone of voice and facial expressions to understand how people feel and what they mean. E-mail takes this information away.
  - Your choice of words, sentence length, punctuation, and capitalization can easily be misinterpreted.
- Address people formally...Ms. Garcia, Mr. Smith