

# Success Principles for Communication

## Delivery

Overcoming nervousness (see presentation on Fear)

How are you presenting yourself?

Body language?

## Content & Preparation

Clear & Understandable

Consistent

Concise (Simple and don't overwhelm)

Courteous & Considerate

Correct

## Interaction

Listen

Authenticity

Build Trust & Give Value

## Communicating by Email; The Dos and don't

The deadly sins:

1. vague

2. insults

3. cowardly

4. sarcastic

5. too casual

8. inappropriate

Proper use of CCs- BCCs

