

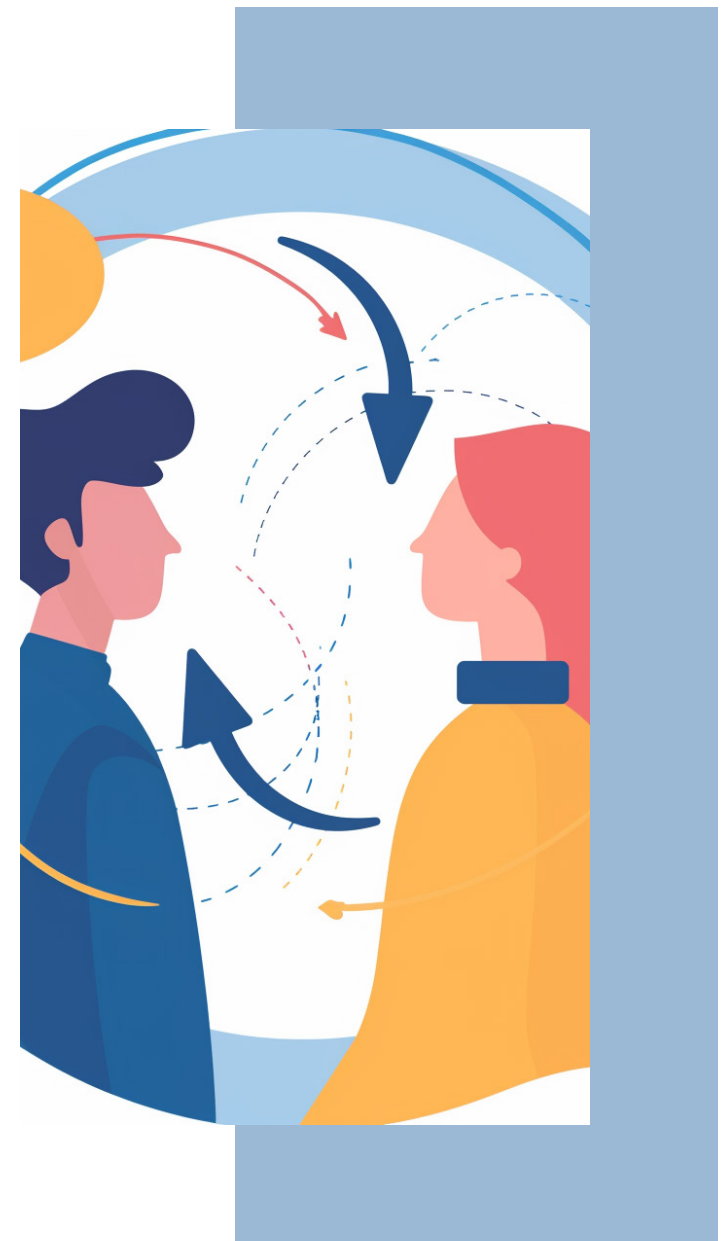
**INTERPERSONAL BUSINESS
COMMUNICATION****Professional
Development in
your Pocket**

"The most important thing in communication is hearing what isn't said."
– Peter Drucker

Effective communication keeps the gears of business running smoothly. Without it, even the most brilliant organizations can grind to a halt.

A skilled communicator can turn a tense client meeting into a long-term partnership, transform a team of individuals into a cohesive unit and elevate ideas from the bottom of an email chain to the top of a CEO's priority list.

Strong interpersonal communication skills are a passport to navigating cultural differences and fostering inclusion. They enable you to read between the lines, and adapt your approach - encouraging listening so everyone can be heard.

**Interpersonal Communication
Core Four**

- 1. Active listening is the foundation of effective interpersonal communication.**
- 2. Non-verbal cues often speak louder than words.**
- 3. Emotional intelligence plays a critical role in interpersonal interactions.**
- 4. Feedback, both giving and receiving, is essential for growth and understanding.**

Solutions in a Snap

- Use the "KISS" principle: Keep It Simple and Straightforward. Avoid unnecessary complexity in your communication. Use simple language and focus on key points.
- Master the art of asking good questions. Use open-ended questions to gather more information. Ask probing questions to delve deeper into topics and stimulate thoughtful discussions.
- Practice empathetic listening. Try to understand the speaker's perspective and emotions. Reflect back what you've heard to confirm understanding.