

Communication Principles

1

Be prepared

Share the focus.
Are you asking the right person?
What exactly are you asking for?
When do you need it done by?

2

Be curious

Check for understanding when
agreeing things or sharing ideas.
Try asking why 5 times to get to the
bottom of it.

3

Follow up and through

If you ask for something, check it has
been done.
If you say you will do something
provide updates and do it.

4

Get it all out

If something doesn't sit right or if you
don't feel listened to, say it.
Don't let it go.
Even if it means treading on someones
toes.

5

Be considerate

Not before 8 am or 6 pm or weekends
unless unavoidable.