Effective Communication, Advocating/Negotiating Tips
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Interacting professionally equals being successful

- Express yourself
  - Your message should be direct, clear and unambiguous. Avoid rambling.
  - Do not leave out details.
  - Be congruent: content, voice, tone and body language should all say the same thing.
  - Prepare: Know what you are saying and how you are saying it.

- Receive the information
  - Pay attention and actively listen to what is being said.
    - Show that you are listening - nod, smile, and open body language.
  - Ask for clarification if the message isn’t clear.
    - Inquire, don’t interrogate.
  - Do not interrupt.
  - Provide confirmation, feedback and acknowledgement.

- Focus to avoid misinterpretations and distractions
  - Don’t multitask.
    - Avoid thinking about what to say, or how to be clever.
    - Avoid thinking about other things.
    - Avoid looking at your phone, e-mails, etc.
  - Be supportive (avoid sarcasm and negativity).

- Awareness of the situation
  - Assess how you are coming across:
    - Body language
    - Tone of voice
    - Content
  - Assess the environment:
    - Right time
    - Right place
  - Assess who you are “selling to”:
    - Headline vs. full argument
    - Influencing and persuading is part of advocating/negotiating.

- Tips for communicating through “Zoom”/virtual meetings
  - Speaking up and communicating effectively is harder when it’s not in-person.
    - Be present – focus and avoid distractions.
    - Be aware of the environment and how you are coming across.