

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.