**Communication**

* Speaking
	+ Know what you want to say
	+ Control Fear
	+ Stop Talking and Listen
	+ Think before you talk
	+ Believe in your message
	+ Repeat Major Points
	+ Find Out what your Listener wants
* Techniques
	+ Define Acronyms
	+ Reduce Jargon
	+ Level Objections
	+ Use Humor
	+ Anecdotes and Stories
	+ Ask for feedback

Increase your vocabulary

* Techniques -continued
	+ Eliminate Audible Pauses
	+ Enunciate Clearly
	+ Practice Pronouncing Words Properly
	+ Exercise Tongue, Jaws and Lips
	+ Make Eye Contact
	+ Gesture
* Techniques -continued
	+ Pause
	+ Speak more slowly
	+ Speak faster
	+ Vary Your Volume
	+ Watch your tone
	+ Record your voice
* Listening
	+ Prepare to Listen
	+ Focus on the Speaker
	+ Screen Out Distractions
	+ Concentrate on the Message
	+ Listen to Tapes while you commute
* Speaking and Listening
	+ Ask Questions
	+ Avoid Daydreaming
	+ Accept Accents
	+ Use mind mapping
	+ Interview
	+ Complaints

Telephone

* Key Points
	+ Write a Purpose Statement
	+ Outline
	+ Transfer Negative Emotions to Paper
	+ Get to the Point
	+ Explain Abstract words

Use Absolutes and Generalities sprangily