**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