



COMMUNICATION STRATEGY WORKSHEET

1 My Communication Challenge Is . . .

Briefly describe a common or difficult communication situation.

.....
.....
.....

2 Responsibilities of an Effective Communicator

Improving communication is a lifelong process. Check which communication skill set you need to work on most below. Then describe one or two *specific* skills to focus on in this particular situation. (Refer to workbook page 6 if needed.)

Plan how to successfully display those skills as you complete this worksheet.

- Focus & Understand
- Manage Nonverbals & Noise
- Meet Personal Needs
- MATCH Methods

I'll work on these *specific* skills:

.....

.....

3 Listening

Might the other person(s) be experiencing strong emotions, either positive or negative? If so, what will I say to respond with *empathy*?

.....
.....
.....

4 Internal and External Noise

Describe any distractions that you might expect and how you plan to manage them.

Internal/External Noise	How to Manage

5 Nonverbals

If your communication is face to face, what will you do to manage *your* nonverbal leakage—facial expressions, posture, and other signals—so that your message is received as you intended?

.....
.....
.....

Do you expect the person(s) to react in a specific nonverbal way?
How? What will you do to be sure you understand *their* nonverbals?

.....
.....
.....

6 Using the Right Questions

During your interaction, will you need to gather information, stimulate thinking, check understanding, or understand another perspective?

- Yes
- No

If so, what open and closed questions will you need to ask?

-
-
-

7 Disclosing

What thoughts or feelings could you share to help understanding, build trust, or open communication lines?

.....
.....
.....

8 MATCHing the Method to the Message

Check the most important considerations for your message.

- M**ethods available?
- A**udience?
- T**wo-way?
- C**ontent?
- H**ow fast?

Which method will you use?

Record what you might say or write:

.....
.....
.....

