TRAITS OF GOOD COMMUNICATORS

Following are the traits of good communicators:

- Perception
- Precision
- Credibility
- Control
- Congeniality

Perception: They are able to predict how you will receive their message. They anticipate your reaction and shape the message accordingly. They read your response correctly and constantly adjust to correct any misunderstanding.

Precision: They create a ‘meeting of the minds’. When they finish expressing themselves, they share the same mental picture.

Credibility: They are believable. They have faith in the substance of their message. You trust their information and their intentions.

Control: They shape your response. Depending on their purpose, they can make you laugh or cry, calm down, change your mind or take action.

Congeniality: They maintain friendly, pleasure relations with you. Regardless of whether you agree with them. Good communicators command your respond and good will. You are willing to work with them again, despite their differences.

Careful Creation of the Message

- Give your audience a framework for understanding the ideas you communicate
- To make your message memorable:
  - Use words that evoke a physical, sensory impression.
  - Use telling statistics.
  - The key to brevity is to limit the number of ideas.
  - Tie the message to your audience’s frame of reference.
  - By highlighting and summarizing key points, you help your audience understand and remember the message.

Feedback

Make feedback more useful by:

- Planning how and when to accept it.
- Being receptive to your audience’s responses.
- Encouraging frankness.
- Using it to improve communication.