7 Ways to Communicate Better

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1. Earn Trust – be honest; don’t exaggerate, distort or deceive.

2. Really Listen – you can’t change another’s opinion until you truly understand it.

3. Be Open – if you want to change another’s mind, show yours is open; be willing to make the first concession.

4. Show Respect for the Opinion You Want to Change and the Person Who Owns it – insults and sarcasm only fuel resentment and fortify resistance.

5. Discuss, Don’t Debate – success is agreement, not surrender.

6. Don’t Be Self-Righteous – the depth of your convictions shows your sincerity, but to the other person, your truths are just opinions.

7. Be Satisfied with the Best Possible Result – even if it’s not all you wanted.