

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.

