

LESSON IN LIVING

COMMUNICATION

Elma Allen Milano

VERBAL: Enunciate and keep your voice pleasant. Do not mumble, drone, clear your throat, grunt or make strange noises. Learn to be concise; do not repeat yourself or bore listeners; stick to the subject. Speak positively; steer clear of negative subjects. Do not criticize, condemn, complain or contradict. Pay sincere compliments; think to thank and express appreciation.

AUDIO: Be a careful listener; do not interrupt; hear them out. Seek to understand; repeat back what you thought you heard. Do not pass judgment or give unwanted advice. Do not think of what you will say next to outdo them. Tape record your speaking voice to be sure you speak clearly and pleasantly.

WRITTEN: Important communications should be done: 1) verbally, 2) in writing, and 3) confirmed again verbally twenty-four hours ahead of time. Keep a copy on file under the other person's/organization's name. Reminder notices should show: who, what, why, where and when. Before printing, have materials proofread by at least three others. Maintain and make use of current business cards and letterheads. Keep a journal and post daily before retiring. Post details such as: dates, names, locations, relationships, etc. Send cards for birthdays, thank yous and special occasions.

BODILY: Smile and look people directly in their eyes. Extend your hand, give your name and ask for theirs. Use their name several times to help you remember it. Relax, appear warm and non-threatening. Guard against nervous habits; do not fiddle, jiggle, fidget or twiddle. If appropriate, hug and express sincere, wholesome affection.

"People don't care how much you know until they know how much you care."

"The way others feel about you is largely determined by the way you make them feel about themselves when they are around you."

You would not worry so much about what others thought about you if you knew how seldom they thought about you."

This was written in 2007 when Elma was 87-years-old The entire Lesson in Living series is on lintonmilano.com.