



# Speaking wisely and listening well & interacting with coworkers



### Be Prepared

Be mentally and physically ready to listen.

### Make an intended effort to listen to conversations.

Make sure that you make it a point to listen carefully in the conversation you are part of.

### Listen actively

Listening actively shows that you're interested in what your colleague has to say and that you respect them. Listen to them closely, orienting your body towards them, and look at them directly as they speak.

### Speak Only What You Know is True

Don't pass along knowledge that you have about the organization until you know it is true. If it's not, it will only create panic and fear and you'll lose all respect.



### ❑ Don't interrupt

While they're talking, don't interrupt them. You'll only be able to understand what they're trying to say if you listen to them closely and wait for them to finish speaking before you reply.

### ❑ Restate what you hear

Rephrasing what your co-worker or boss says to you by repeating the important points shows you are listening and understand what you were told. It gives both parties a chance to clarify if there is any confusion, and by repeating it, you'll remember.

### ❑ Don't bury the lede

Whatever your main point is, start there. If you need something, ask for it clearly. Be direct. Be concise.

### ❑ Pick your moments

This one is so important. Sometimes it's not how you're saying it - the problem is when it's being said.





### Offer constructive criticism

When giving feedback, leave your personal feelings out of it and make sure your workmate fully understands what you're telling them. If someone did a great job, offer positive reinforcement and also give them improvement tips without being mean or bossy.

### Address mistakes

Whenever there's a miscommunication that's in the way of progress, address it quickly. Letting it fester doesn't make future communications any easier.

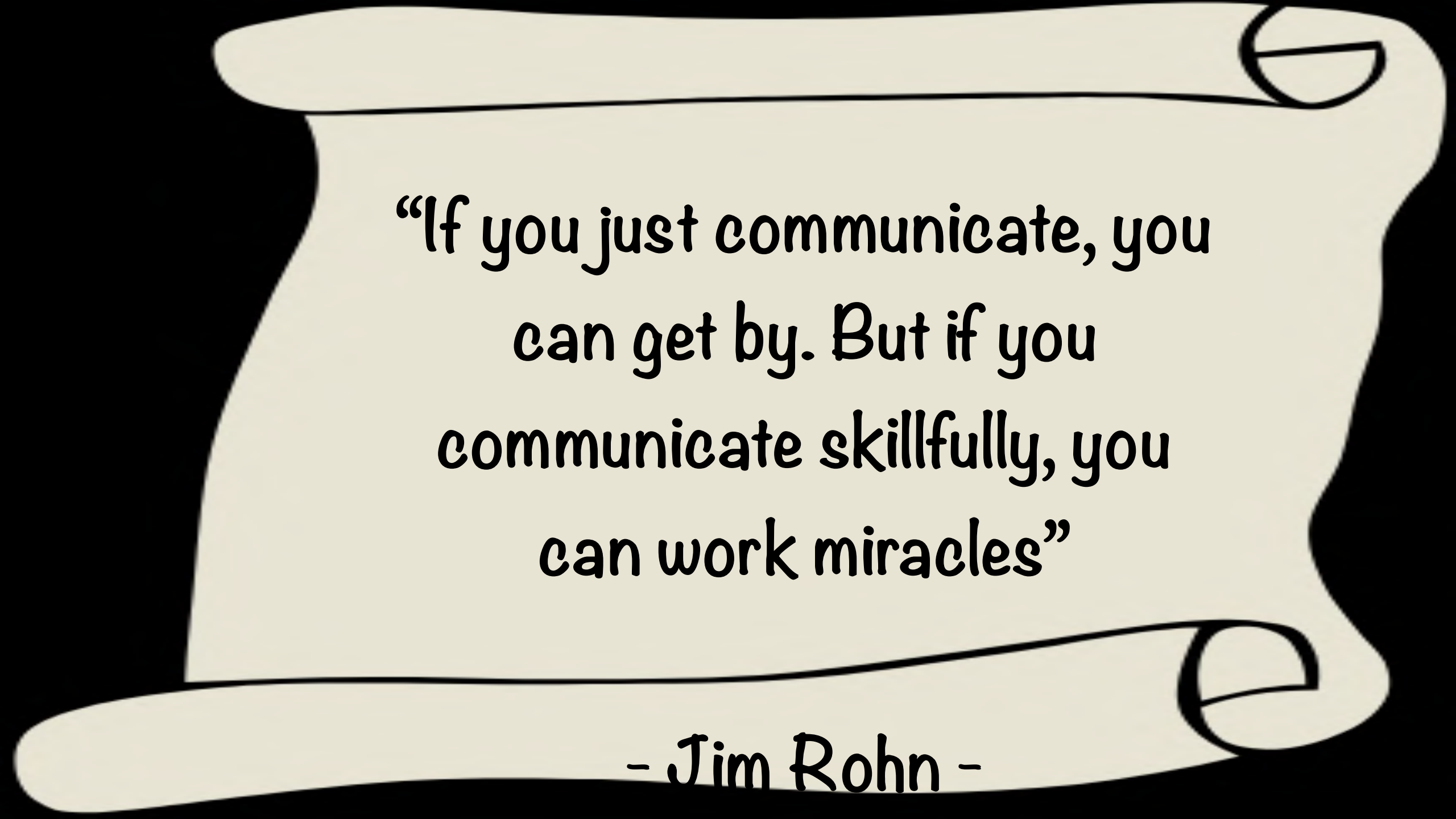
### Get a little personal

Find ways to interact on a personal level without going too far. You'll go a long way toward building trust.

### Never stop improving

Effective communication is a skill you must practice. Observe how others respond to your communication to clue you in on areas for improvement.



A white scroll with a black outline, featuring a quote by Jim Rohn. The scroll is unrolled, with the top and bottom edges curling inward. The text is centered on the scroll.

“If you just communicate, you  
can get by. But if you  
communicate skillfully, you  
can work miracles”

- Jim Rohn -

# Thank you



**Olusola Olowoyeye**  
**[www.olusolaolowoyeye.com](http://www.olusolaolowoyeye.com)**  
**[olusola.olowoyeye@gmail.com](mailto:olusola.olowoyeye@gmail.com)**  
**08093827385, 08083827385**



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Achieving the  
Impossible is a  
Reality!