

Effective Verbal Communication: Essential Practices for Managers

When it comes to management, effective verbal communication is a cornerstone for fostering success. As managers, guiding your team towards clear, productive dialogue is extremely important. Here are some actionable behaviors to empower your communication arsenal.



Proposing

- Drive the conversation forward by initiating new ideas or suggestions.
- Example - 'Let's set up a review of our financial accounting processes. I suggest that we reduce the number of tables by 15%.'



Testing Understanding

- Always ensure that you establish whether the other person has understood what is being said.
- Example 'Can I just check that we're talking about the same thing?' or 'Can you explain your thoughts a bit more?'



Seeking Information

- Seek facts, opinions or clarification from another person to make sure that all the information has correctly been communicated.
- Example - 'Whom will you be delegating this to?' or 'Can you tell me where you are on this objective?'



Summarising

- Seek facts, opinions or clarification from another person to make sure that all the information has correctly been communicated.
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Supporting

- Make a conscious and direct declaration of support for another person in their concepts and opinions.
- Example - 'Yes, I will go along with that.' or 'Sounds OK by me.'



Disclosing

- Openly share personal feelings, values, and experiences when appropriate.
- Example - 'A few years ago, I experienced a similar problem which I found very distressing.'