



# December 2021: Communicate with Kindness

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*A National Business Psychology Firm*



***“Communication works for those that work at it.” – John Powell***

Welcome to the **December 2021 edition of TotalWellbeing**, your guide to the **8 dimensions of wellbeing**. This month we will be taking a closer look at effective and respectful communication.

Communicating is easy, communicating effectively can be tough. Things to focus on include first determining the message you want to get across, collecting your thoughts, and then conveying those thoughts with as little noise or interference as possible. Noise and interference include anything that could confuse your message. This can be contradictory language, combined or confused ideas, inconsistent tone or body language, and problems with the method of communication such as misspellings in an email, bad connection on a phone call, too much noise during a face-to-face conversation, or anything else that may disrupt what you say, and what the listener hears/reads. Once you have said what you need to, you then need to be receptive and objective with the responses or feedback you receive. This is important in determining if your message was received, understood, and if any follow up communication is needed. Use the resources below to help you hone these important skills!

Please remember that your EAP is here for you if you need to talk about communication, respect, becoming better at advocating for yourself, or just want to talk to someone. You have access to free and confidential counseling, wellness coaching, trainings, and more. Plus, an online

## ***This Month's Focus***

### ***Free Webinar:***

[How to Have Difficult and Sensitive Conversations](#)

### ***MINESblog:***

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[Alzheimer's Awareness Update 2021](#)

### ***Important Links***

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To your total wellbeing,

The MINES Team

## ***Keys to Effective Communication***

In order to connect with people and help them understand where you're coming from, you have to do more than just state your point.

Communication is complex, and often learning how to communicate effectively requires practice and skill. Fortunately, there are specific things you can do to build your communication toolbox. Follow the suggestions below to learn some of the key techniques and become a more thoughtful and effective communicator.

### **Create an Atmosphere of Trust**

- When speaking in a group, show others that you are a good communicator. Listen openly to each person; this will show people that you won't embarrass them or twist their words.
- Try to avoid judgment or unnecessary criticism. If you do have to provide criticism, make it constructive.
- Give praise and positive feedback.

### **Get Your Thoughts Together**

- Do research beforehand. Create notes, know the pros and cons of what you are presenting, and do your homework on the subject.
- If necessary, use visual tools or documents that can help your audience understand.
- Be specific, accurate, and honest about the subject.

### **Adjust to Your Audience**

- Consider what the other person already knows.
- If you reach a point where communicating becomes difficult, try to keep communication lines open so everyone can come to a level of understanding.
- Try not to use jargon or terms that are too technical; only use language that your listeners can understand.
- Pick an appropriate place to talk. If the subject is personal, pick a private place.

### **Invite Feedback**

- Ask your listener what he thinks of a subject, how he just interpreted what was said, and how he feels about the issue.

Invite feedback, constructive criticism, and ask about the pros and the cons of the idea at stake.

#### **Use Appropriate Tones of Voice and Body Language**

- Adjust tone and body language as needed, as these two things can actually influence what the listener hears.
- Note if you sound urgent, hesitant, angry, pleased, calm, or belligerent. Only use tones that are appropriate.
- Check your body language. If you are avoiding eye contact, crossing your arms, fidgeting, or leaning in too close to the listener, you may not be sending an effective message.

Remember, if you or a household member are looking for ways to better communicate, your employee assistance program is here for you. Resources include free and confidential counseling, wellness coaching, trainings, personal development tools, and more. **If you need additional information or to access services, please call MINES and Associates at 1-800-873-7138 today.** Also, [PersonalAdvantage](#) has a ton of great resources and FREE [webinars](#).

### ***Communicating with Difficult People in Difficult Situations***

At work and outside of work, you're going to encounter difficult people. The better you know how to communicate with them, the smoother your time together will be.

To learn how to talk with different types of difficult people, including silent types, angry types, self-appointed experts, and more, please [Click here...](#)

***If you or a member of your household needs assistance or guidance on any of these wellbeing topics, please call MINES & Associates, your EAP, today for free, confidential, 24/7 assistance at 800.873.7138.***

**To access past issues of *TotalWellbeing* please visit our [newsletters page](#). This newsletter is aimed at providing helpful information about various aspects of your wellbeing and then connecting it all back to important and relevant parts of everyday life. If you have any thoughts, questions, or content you would like to see covered here please get in contact with us. You can email us directly by clicking [here](#).**

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