

ONE-ON-ONE TIPS

From Californians for Justice (CFJ)

BARRIERS TO GOOD COMMUNICATION

- Distractions (telephone ringing)
- Assumptions
- Prejudices, stereotypes
- Not listening carefully
- Listening only to what you want to hear
- Manipulation
- Impatience
- Unawareness of your own biases
- Unawareness of cultural, gender differences
- Interrupting while someone is speaking
- Lack of interest
- Jumping to conclusions
- Imposing one's values on others
- Hidden agendas
- Different vocabulary, language, accents
- Acting like you know it all
- Exaggerating
- Being too aggressive
- Using false flattery
- Being condescending

THINGS TO DO IN A ONE-ON-ONE

- Use good listening skills, listen carefully
- Be attentive, show the person you are listening, show emotion and enthusiasm
- Give them time and space to open up
- Let them finish what they want to say
- Put the other person at ease, be relaxed
- Be quiet—you can't listen if you're talking
- Don't make too many assumptions
- Be active and alert rather than passive
- Be aware of their body language, be aware of your body language
- After asking a question, give people time to respond
- Use good eye contact
- Smile, be friendly and courteous
- Be open, honest, and sincere
- MOST OF ALL...BE YOURSELF!