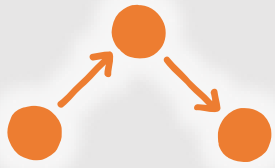


Communicating for Understanding



Plan your message

Listen more than you speak



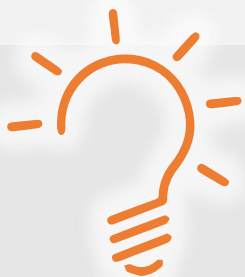
Read the reactions of listeners

Invite questions



Offer to collaborate

Maintain composure



Check for understanding

End on a high note

