



# COMMUNICATION IS CRITICAL

A 60-minute Webinar

**communication:** a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior

1. Why is communication critical **in your library**?

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2. Which reason is most important **to you**? Feel free to list more than one!

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## TIPS TO MAKE YOUR COMMUNICATION MORE EFFECTIVE

1. Be \_\_\_\_\_ and \_\_\_\_\_.

a) Be as \_\_\_\_\_ as possible.

b) Don't use \_\_\_\_\_ if you can avoid it.

c) Don't try to \_\_\_\_\_ with words.

2. Understand the \_\_\_\_\_ of your staff.

3. Consider asking a simple question: \_\_\_\_\_.

4. Be aware of your \_\_\_\_\_ when communicating.

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

e) \_\_\_\_\_

5. \_\_\_\_\_ if necessary.

6. Use as many \_\_\_\_\_ as necessary.  
\_\_\_\_\_  
\_\_\_\_\_
7. Be \_\_\_\_\_ within each method.
8. Make sure they \_\_\_\_\_.
9. Allow them to \_\_\_\_\_.
10. Don't \_\_\_\_\_.
11. Be \_\_\_\_\_.
12. Do what you can to nurture \_\_\_\_\_.
13. Recognize that you are contributing to the \_\_\_\_\_ of your organization.
14. Communicate \_\_\_\_\_ than you think you "need to."
15. When the communication is in writing, consider using \_\_\_\_\_.
16. Watch for \_\_\_\_\_ from them.
17. Help others understand their \_\_\_\_\_ in the big picture.
18. Consider whether you need to \_\_\_\_\_ the message.
19. Be absolutely certain that you don't \_\_\_\_\_ any feedback you receive.
20. \_\_\_\_\_ on anything you committed to.
21. Be willing to handle the \_\_\_\_\_ issues face-to-face.
22. Also be willing to handle the difficult issues \_\_\_\_\_.

***To be an effective communicator, you don't need to be:***

\_\_\_\_\_ or \_\_\_\_\_.

***You do need to be:***

\_\_\_\_\_ and \_\_\_\_\_.

***To be a more effective communicator, I need to:***

***Start:*** \_\_\_\_\_

***Stop:*** \_\_\_\_\_

***Continue:*** \_\_\_\_\_

**DON'T "RATIONAL - LIES" YOUR RELUCTANCE TO COMMUNICATE EFFECTIVELY!**