



EFFECTIVE COMMUNICATION WITHIN STRATA COMMUNITIES

Series: Effective Communication is the most important issue for lot owners

Part 1 of 12: Effective Communication within Strata Communities

For years our client surveys have told us that effective communication is the number one issue for lot owners when it comes to assessing the performance of their strata managers. Communication between committees and their broader communities is just as important. Our second series of training notes for 2013 will therefore focus on effective communication. This first note is about verbal and nonverbal communication.

Tips for Verbal Communication:

Pace – Do I speak so rapidly or slowly that others have trouble understanding what I am saying?

Tone – What emotion(s) is my voice communicating? Is there enough variation in my tone to hold other people's attention?

Volume – Do I speak so loudly or softly that people have difficulty or discomfort listening to me?

Pitch – Do I speak on such a high or low note that people have difficulty or discomfort listening to me?

Word choice – Is my choice of words appropriate for the situation and my listener(s).



Tips for Nonverbal Communication (Body Language)

WHAT DOES YOUR BODY LANGUAGE SAY?

Action	Message Conveyed
Crossing arms, rub nose or face, squint	Defensiveness
Bite nails, chew on a pen	Insecurity
Clear throat, fidget, jiggle keys Or coins	Nervousness
Clench hands, run hands through hair	Frustration
Display open hands, hold chin up, Unbutton coat	Co-operation
Put hands in coat pocket, display steeped fingers	Confidence
Smile	Friendly attitude
Frown	Displeasure