



Tips on how to get your point across:

- Be prepared.
- Be confident.
- Stay focused on your conversation and your listener.
- Make sure your listeners are following you by asking them for questions or feedback.
- Don't lose your temper or get over-emotional.
- Speak slowly and calmly; don't raise your voice.
- Speak clearly and concisely.
- Get to the point; don't ramble.
- Be kind, compassionate, and empathetic.
- Be honest. Don't play games.
- Be assertive, but tactful.