

Common Communication Coaching Goals

1. Reduce defensiveness, anger and attack in response to feedback
2. Interrupt more respectfully, with less arrogance and more empathy
3. Reduce Um's (bothersome utterances before and between words)
4. Be more focused and keep people's attention more, less floating and boring
5. Communicate directly with people, less triangulating between people
6. Use body language intentionally, less distracting or inconsistent or contradicting nonverbals
7. Resolve and close conversations, end with agreed upon conclusions, actions, and follow up
8. Think thinking before speaking instead of thinking out loud
9. Treat people as equals, less paternalistic or talking down at people
10. Get to the point, avoid dancing around issues- get to the bottom line
11. Appropriate use of humor
12. Appropriate amount of talking, less dominating, repeating, or over-talking
13. Talking at the right pace, not too quickly or slowly
14. Talk from the other person's point of view, don't suggest that others should know something they shouldn't
15. Appropriate length and use of voicemails
16. Provide context on topics of interest to others, less obscure
17. Appropriate level of specificity, less cryptic and not too much detail
18. Appropriate amount and use of eye contact
19. Appropriate use of technology, don't hide behind or get distracted by emails, phone calls, etc. during conversations or use technology when face-to-face conversations are more appropriate
20. Appropriate responsiveness on the phone
21. Be appropriately positive in responses, no "Yes, but..."
22. Honest and genuine assertive communication, no eye rolling or negative, sarcastic comments or body language
23. Manage your emotions, no yelling, holding in, or taking things out on others
24. Show patience vs. impatience
25. Pay attention and show you are listening vs. getting distracted or just waiting for your chance to talk