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**Communication Essentials &
Personal Reflection Worksheet**

Mastering communication skills is essential for professionals because clear, effective communication drives collaboration, enhances leadership impact, and directly contributes to achieving business objectives and career advancement.

There are three main parts of speech to consider when conversing with others. All three work together to craft a message that is genuine, clear and more easily received by the other party.

Word Choice is more than just vocabulary; in a workplace, we consider all of the following elements:

- Clarity (simple, clear language)
- Aligned (match words to the situation)
- Concise (brief and direct)
- Positivity (words that encourage and inspire)

Tone of voice is much more than just pitch; in a workplace we consider all of the following elements:

- Pacing (too fast or slow or just right)
- Volume (too loud or quiet, appropriate)
- Emphasis (emphasize the *right* words)
- Pauses (At the right time, for the right amount of time)

Body language is more than gestures; at work, we consider the following elements *and more*:

- Uncrossed Arms (open, approachable, welcoming)
- Smile (warmth and positivity)
- Eye Contact (engaged, attentive, confident)
- Handshake/Spacing (professionalism with friendliness)

A Few Examples of Word Choice Dichotomies:

1. Formal vs. Informal
2. Precise vs. Vague
3. Positive vs. Negative
4. Technical vs. Simple
5. Assertive vs. Cautious

A Few Examples of Tone of Voice Dichotomies:

1. Funny vs. Serious
2. Formal vs. Casual
3. Respectful vs. *Irreverent*
4. Enthusiastic vs. Dry/Matter-of-fact
5. Informative vs. Inspirational

A Few Examples of Body Language Dichotomies:

1. Open vs. Closed
2. Relaxed vs. Tense
3. Engaged vs. Distracted
4. Inviting vs. Distant
5. Confident vs. Hesitant

Self Reflection:

Effective communication is at the heart of every strong workplace relationship and is essential to achieving both personal and professional success. Taking time to reflect on how you communicate—especially under different circumstances—can reveal valuable insights and help you grow. We encourage you to pause and consider your own communication style and its impact on others. To help you get started, explore the reflection questions below and discover new ways to refine your approach, connect meaningfully, and elevate your influence.

General Communication at Work:

- How do others typically respond to my communication style?
- What do I want people to feel or understand when I communicate?
- Are there aspects of my communication I could adapt to make it more impactful?

Communication Under Stress/Pressure:

- How does my communication style shift when I'm under stress, and is it productive?
- What specific changes occur in my tone, body language, or word choice during stressful times?
- How can I prepare myself to communicate more effectively, even when under pressure?

Word Choice Effectiveness:

Are my words easily understood by others, or do they sometimes create confusion?

Do I consider the emotional impact of my word choices on my audience?

How often do I tailor my word choice to suit different audiences and situations?

Tone of Voice Insights:

Does my tone usually align with the message I intend to convey?

How might my tone of voice affect my listeners' perception of my message?

What feedback have I received, if any, about my tone, and how can I use it to improve?

Body Language Effectiveness:

Does my body language consistently support the message I'm delivering?

What signals might my posture, eye contact, or gestures send unintentionally?

How often do I use body language to convey openness, confidence, or attentiveness?



Turn These Insights into Action!

To take actionable steps toward improving your communication effectiveness, MaxPeople suggests 1:1 coaching and leveraging assessments like DiSC© because it helps individuals understand their own style, as well as the style of others, fostering better collaboration to enhance your overall workplace effectiveness.