

## Characteristics of Effective Communication

Instructions: Review the list below. Provide additional characteristics of effective communication.

- Avoid giving mixed messages. A mixed message occurs when your words do not match your body language.
- Be a good listener.
- Speak Clearly
- Use language that is familiar to the listener
- Use an appropriate tone of voice.
- Use legible handwriting or typed messages for written communication.
- Use correct spelling and grammar.
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