

## Communication tips

- Listening is as important as speaking. *Really* listen to what someone is saying.
- Up to 80% of all communication is non-verbal. This means it's very important to be aware of your expression, gesture and other body language.
- Use checking questions to make sure you've understood. This usually means paraphrasing what the person has said; for example, 'As I understood it you're saying we should rewrite the conclusion section because it's too general and doesn't reflect our data accurately. Is that right?'
- Strike the right balance between saying what you think and restraint. Both are good tools. Wisdom comes in using each at the right time.
- Allow for cultural differences. Talk to someone in the Equity and Diversity Unit (link to [www.uts.edu.au/div/eunit](http://www.uts.edu.au/div/eunit)) if your group needs some help or advice in this area.
- Keep the atmosphere professional, calm and friendly. Remember that your contact with each other is probably limited. The aim is to work together well on this project; you don't have to have ongoing relationships.
- Practise good workplace communications. This is a rare opportunity to add a skill to your CV.
- Be kind. Keep perspective and a sense of humour.