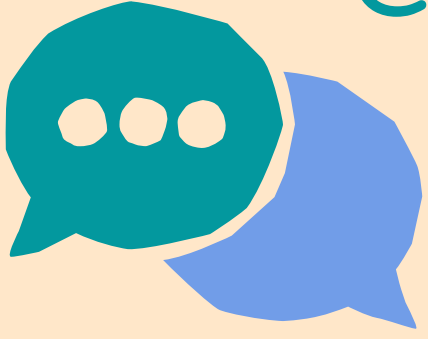


CHECK-LIST FOR A SMOOTH COMMUNICATION



USE THIS LIST TO REMEMBER THE PRINCIPLES OF SMOOTH COMMUNICATION. YOU CAN ALSO CHECK WHICH ELEMENT(S) WERE MISSING IN CASE OF MISUNDERSTANDING.

- I listened carefully to my interlocutor's request
- I rephrased his/her request to make sure I understood her correctly
- I have checked that my inputs and his/her expectations are aligned and that I am the right person for the job
- I expressed my feelings (whether positive or negative) about this request in "I" mode
- I have made my needs clear in relation to my feelings
- I formulated my request in a clear, precise, concrete and positive way
- At no time did I pass judgement on the person by using "You".