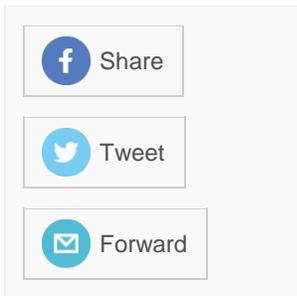




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## Communications & Public Relations Newsletter November 2017

### LET'S COMMUNICATE BETTER

**Fact: Communications and Public Relations contributes to increased achievement by providing information that promotes club member and community support and involvement.**

**Fact: Having good communication skills will enable you to get ahead in certain areas where others who are less confident may not succeed.**

**OK, we agree but, how do we use those facts to our advantage? How do we learn to communicate better?**

**Body Language is the nonverbal signals that we use to communicate. According to experts, these nonverbal signals make up a huge part of daily communication. From our facial expressions to our body movements, the things we don't say can still convey volumes of information.**

**It has been suggested that body language may account for between 50 to 70 percent of all communication. Understanding body language is important, but it is also essential to pay attention to other cues such as context. In many cases, you should look at signals as a group rather than focusing on a single action.**

**For more information on body language:**

- [www.verywell.com/understand-body-language-and-facial-expressions-4147228](http://www.verywell.com/understand-body-language-and-facial-expressions-4147228)
- [www.mindtools.com/pages/article/Body\\_Language.htm](http://www.mindtools.com/pages/article/Body_Language.htm)

### Speech

**When speaking, you need to be clear and concise. Ask whether your audience understands and be willing to**

further explain. Do not expect someone to just “know” what you are saying, even if it is crystal clear in your own mind.

### **Attentiveness**

One of the most important aspects of verbal communication is the ability to practice active listening. This is not just actively waiting to talk. To communicate your attentiveness to a conversation, make eye contact, nod occasionally to acknowledge a strong point in the conversation, and stand with hands clasped in front of you, never crossing your arms. Displaying nervous ticks, such as wringing hands and picking at your nails, can be viewed as a lack of interest.

### **Patience**

During your communications with others always give them time to communicate their issues as well. Remaining focused on what they are trying to communicate will show that you are indeed open to assisting with their issues. Many of people’s communication lines tend to break down on the side where impatience is in a rush to get out of the conversation. Since you cannot control the other side, do yourself a favor and take a breath. The conversation you’re involved in is important.

If you are confused as to what someone may be requesting, then repeat back what you think was said and ask if that is correct. Often this will inspire the speaker to be more in-depth about needs, which will help you to understand fully.

### **Conclusion**

Since the world is incredibly diverse and communications come in a wide variety of forms, it is important to know interpersonal skills. By practicing the few suggestions found here, you will find yourself understanding more of what people say and repeating yourself less to other people. Those you interact with will have the confidence to come to you when they find themselves in need.

**Fact: Like everything in life, great communication skills take practice.**

**Judi Stankowich  
GFWC Communications and Public Relations Committee  
Member  
2016-2018**

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