

Do you know
how to

B.
RAD

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4 Steps to Effective Communication

- B** Be BRIEF! Use 10 words or less.
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- R** Be RESPONSIBLE! Use "I statements" and take accountability for your own feelings.
- A** Be ACTIVE when listening! Repeat back what you heard to the speaker.
- D** Be DIRECT! Say exactly what you need and who you need it from.