



The Five Keys to Effective Communication

- 1. Set (define) the Standard of Behavior**
- 2. Communicate the Expectations Clearly and Consistently with Caring**
- 3. Encourage the Performance – Allow Folks to Carry Out their Roles/Tasks**
- 4. Coach the Process/Align Outcomes/Results/Behavior with 1-2-3**
- 5. Reward the Efforts – Cheer the Progress – Recognize the Success!**