

COMMUNICATION SKILLS A-Z

Essential soft skills for professional and personal interaction

A

ACTIVE LISTENING

Fully concentrating on what is being said.

B

BODY LANGUAGE

Non-verbal cues and physical posture.

C

CLARITY

Expressing ideas in a simple, direct way.

D

DIPLOMACY

Managing sensitive topics with tact.

E

EMPATHY

Understanding the emotions of others.

F

FEEDBACK

Providing constructive responses.

G

GENTLENESS

Communicating with a kind tone.

H

HONESTY

Truthfulness in all interactions.

I

INCLUSION

Ensuring all voices are heard.

J

JUDGMENT-FREE

Listening without immediate criticism.

K

KNOWLEDGE

Understanding the subject matter.

L

LOGIC

Structuring arguments rationally.

M

MEDIATION

Helping others resolve conflict.

N

NEGOTIATION

Finding a mutually beneficial path.

O

OPENNESS

Being receptive to new perspectives.

P

PATIENCE

Allowing time for others to speak.

Q

QUESTIONING

Asking to clarify and deepen insight.

R

RESPECT

Valuing the person you speak with.

S

SUMMARIZING

Recapping the main points discussed.

T

tone

The emotional quality of your voice.

U

UNDERSTANDING

Grasping the intended meaning.

V

VALIDATION

Acknowledging the feelings of others.

W

WRITING

Clear and professional correspondence.

X

XENODOCHIAL

Being friendly to strangers/newcomers.

Y

YIELDING

Knowing when to let others lead.

Z

ZEST

Communicating with energy and passion.