



INDIE BOLLMAN  
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# 5 TIPS FOR BETTER COMMUNICATION: Can They Hear You Now?

In this high-tech age, you'd expect communication to be flawless. However, despite fast internet and global connectivity, many feel more disconnected than ever. Why? Relying on technology for communication has reduced the energy and connection of human interaction.

So, what can we do?

Here are my top tips for improving communication. Try them on for size and see if they make it better for you, and for those you are communicating with.

## #1 Put Your Phone Down



There's really is no such thing as multi-tasking and, even if you feel you have this gift, when it comes to communicating with someone, THEY typically don't feel you're paying attention if you're trying to do several things at once. So, put the phone down, and **turn and face them**. That's right; turn your body towards them. Look them in the eye and be there; 100%. If you're typing, stop. If the phone rings, don't answer. Give them your full attention. Trust me, the whole conversation (and how they feel afterwards) is worth it.

## #2 Don't Prepare Your Response Until They're Done

Sometimes the best thing to think of when someone is talking to you is (drum roll please) nothing. **Don't think, just listen.** This can take some practice, but you'll be surprised at how quickly you catch on. So, if you already know what they're going to say; or sure you know the answer to their question right up front anything until they're done. Chances are you aren't a after all, and I promise you, sometimes you won't know they're going to say. Hear them out and care enough to every word. Then, take a tiny pause before you speak. It care; about them, what they're saying, and are being thoughtful enough that you want to give them your best response.

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## #3 Put Everything Else Aside



Everything, as in everything – just set it to the side for a little while. Had a rough morning at home? Flat tire on your car? Huge deadline looming? **Put it all aside when having a chat.** It's not going anywhere, whatever "it" is, and will be there when the conversation is over. You can come back to it, and you just might be a little refreshed by the break of NOT thinking about it for an even a tiny spell. And, if you must, write down all the 'noisy stuff' you need to address, then put the list to the side and BE with the person you're talking with.

## #4 Watch Tone and Body Language

Tone and body language play a crucial role in communication, often sending unintended messages. Things like time pressure and anxiety can impact conversations without our awareness. For example, speaking rapidly might signal to the listener that you're just too busy to spend time with them, even if that's just your normal pace. Speaking too loud and too fast can feel like a 'shove' to the person you're talking to, which unfortunately takes the energy immediately away from what's being said to



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what's being felt (and not always in a good way). Similarly, pitch and volume matter: a high pitch can indicate nervousness, loud and very soft gesturing, pacing, your message. It can do, rather than steady to create a

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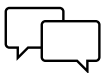
Finally, be mindful of the end it can imply listener. Let your voice fall at the end of statements to indicate completeness and avoid ambiguity. This helps the listener understand when you've finished your point.

while a low pitch may seem angry. Both very speech are hard to follow. Excessive foot tapping, or pen clicking can distract from send the energy and attention to what you're what you're saying. **Aim to remain calm** and focused and comfortable environment. your sentence endings. If you voice is rising at uncertainty or a question, confusing the

### #5 Communicate With Them, The Way They Do With Others

My top tip is a real game changer in my opinion. It's simple: **match your speaking style** to the person you're talking to. There are generally two types of communicators:

- 1. Bullet Point Speakers:** People who speak in this way use rapid, succinct, and almost cryptic messages. They value brevity and prefer just the facts with minimal words. They formulate what they're going to say and then delivery in bullet point-style.
- 2. Process Speakers:** They share thoughts as they process them, warming up the conversation and taking the temperature as they go. These conversations take longer but involve sensitive and thorough deliberation.



Understanding these styles is crucial. Bullet point people think, formulate, and respond concisely, while process speakers think aloud. Neither style is better than the other, but understanding how to deliver in both ways is essential for effective communication. By matching someone's style, you enhance their **engagement and clarity** in the conversation. When you match someone's style, watch their reactions and responses; it brings energy to the conversation. They will receive whatever you are saying because they 'heard' it loud and clear, whether short and to the point, or a bit longer with feeling.

Indie Bollman is the owner of Indie Bollman Coaching and Consulting LLC, which provides services to growing businesses that recognize the need to train their teams and develop new leaders. With extensive corporate experience, including executive roles such as Chief People Officer, Indie has a rich background in Organizational Development, Training and Development, and Human Resources. She has successfully established and developed exceptional leaders and teams in start-ups, ramp-ups, and turnarounds. It's work she loves and now enjoys bringing to other businesses and leaders. She is also an established and engaging speaker, bringing humor and high energy to events and key notes for any size audience, from small group or team meetings to large conferences.



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