

## #2 Keys to Opening Communication

**Approachability:** How can you demonstrate to others that you are open to beginning a conversation? How you greet someone gives them important clues. A welcome mat invites people in

**Attitudes:** Which attitudes foster better communication?

**Curiosity:** The master key of communication is curiosity.

**Customizing:** How can you individualize the communication to the wants and desires of the listener?

**Differences:** It is easy to communicate about topics of mutual interest. Practice exposing yourself to unusual people and topics.

**Empathy:** When we become attuned to the feelings being expressed, doors usually open wide.

**Facts & Feelings:** What is the mix of facts and feelings both parties want?

**Humor:** A good sense of humor can open a rusty lock.

**Keys:** What are the keys that open you?

**Needs:** Which of the speaker's needs are hopefully being met as a result of the interaction?

**Pace:** People open up at different speeds.

**Patience:** Give the gift of your full attention for as long as the speaker needs.

**Receptivity:** What can you do to increase a person's willingness to be influenced by you?

**Relationship:** What level of intimacy do both parties desire? Revealing one's inner self strengthens the bond of friendship.

**Safety:** What promotes or discourages a sense of safety?

**Shared Experiences:** Explore which life experiences you have in common.

**Style:** How can you adapt your style of communication to better match that of the speaker or listener?

**Time:** How much time do both parties wish to invest? The more you like the topic and the person the more satisfying the conversation.

**Tone of Voice:** The sound of one's voice is the key to opening hearts and minds.

**Topics:** What are the top ten topics that you prefer to discuss? Find out what are others' favorites. What are the topics of mutual interest?

**Virtues:** Which qualities - like respect, acceptance and trust - are required to open the inner doors of communication?

**Words:** What are the words that have meaning and value to the speaker? What words or phrases do they tend to repeat?