

## RESPECTFUL COMMUNICATION FOR SUCCESSFUL COMMUNICATION

### Karen Landsberg

Communication happens in various ways. Different forms of engagement and connections create experiences and could make lasting impressions on others – whether positive or negative, conscious or unconscious.

We communicate verbally, non-verbally and through our written words. Examples of non-verbal communication are the way we dress and are groomed, our gestures, posture, facial expressions and vocal elements including the pitch, tone, rate, volume, intonation and rhythm of our voice.

The sensory experience of those whom we communicate with also has an impact. The more pleasant the sensory experience, the more effective the engagement. So, take cognisance of what people see, hear, smell, feel and taste (whether literally or figuratively).

For me, successful communication boils down to RESPECTFUL communication. Treating others in the way that we would like to be treated. Allowing others to voice their opinions while we listen to understand and not to just respond. Respecting oneself and showing respect, regardless of whether someone has earned it or not. Ultimately doing our best to communicate in ways that contribute to win-win situations for both sides and build stronger relationships. Is it always easy? Of course not. Is it worthwhile? Always.

What is respect? Respect is defined as follows:

- Wikipedia, 8 August 2016: “... **a feeling of admiration or deference toward a person, group, ideal, ...**”
- The Oxford English Dictionary (OED), 8 August 2016: “**A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.**” “**Due regard for the feelings, wishes, or rights of others.**”

I believe that respect starts with respecting oneself first. Only then is it possible to truly treat others with respect. One's behaviour and chosen responses to situations stem from the innate self. In other words, who one really is, how one sees oneself, what one believes about oneself, what values one strives to live up to, etc.

In my next article, I will explain some practical to do's on how to communicate respectfully, build a reputable reputation and be successful in our engagements. Warren Buffet says: "It takes 20 years to build a reputation and 5 minutes to ruin it. If you think about that, you will do things differently."

12 August 2016

---



Karen Landsberg is a communications specialist and trainer with ProEthics. Her people skills, blended with years of corporate communications experience, empower clients to be professional and successful communicators. For training and consulting needs visit [www.proethics.co.za](http://www.proethics.co.za) or e-mail [karen@proethics.co.za](mailto:karen@proethics.co.za).



You may also follow ProEthics at: