

Chapter 9 Success Secrets

Good communicators are self-aware. (p. 328)

Good communication requires effort. (p. 332)

Emotional awareness helps you communicate well. (p. 332)

Everyone interprets messages differently. (p. 333)

Words are expressions of thoughts—to speak clearly, think clearly. (p. 333)

Cultural differences affect communication. (p. 333)

Nonverbal signals often tell more than words. (p. 334)

Nonverbal cues often suggest what a person is thinking and feeling. (p. 337)

Pay attention to nonverbal cues in all five senses. (p. 337)

Our voices and bodies are powerful communication tools. (p. 338)

Men and women communicate differently. (p. 340)

Look for role models who are effective speakers. (p. 340)

Stay open to feedback of all kinds. (p. 343)

Take responsibility for your feelings. (p. 343)

Resist the urge to interrupt. (p. 345)

Think about how group norms affect your behavior. (p. 350)

When you are anxious to conform, you lose your real self. (p. 350)

Welcome diverse opinions. (p. 351)

Don't assume that the groups you belong to are better than others. (p. 353)

Positive stereotypes often mask negative feelings. (p. 353)

Be quick to empathize and slow to criticize. (p. 355)

Perform an empathy check-up on yourself. (p. 355)

Everyone is different because everyone is unique. (p. 356)

Intimacy requires time, trust, and emotional openness. (p. 357)

To build intimate relationships, you need to reveal your true self. (p. 360)

Self-awareness is crucial in relationships. (p. 360)

The more you invest in a relationship, the more you get back. (p. 361)

Conflict can strengthen a relationship. (p. 362)

Focus on solutions, not blame. (p. 364)