

10. Learn to say no

Politely refuse to accept additional tasks if you think that you're already overloaded with work. Take a look at your 'To Do' list before agreeing to take on extra work.

5 Strategies to Improve Communication in

the Workplace

By: Rachel Miller

<https://www.sandler.com/blog/5-strategies-improve-communication-workplace>

1. **Give Your Undivided Attention.** Whether you're in a group meeting or with one employee, offering your full focus to those you're with will greatly improve how you're received. Lack of focus devalues the conversation causing people to tune out. Maintain eye contact during conversations and meetings, and put all other things aside to visually convey your focus and encourage each individual to stay present
2. **Take Time to Listen.** Don't monopolize the conversation. After a while, people will start tuning you out and your message will be lost. Be frugal with your words, avoiding fluff and fillers. Pause after important points to take questions or check for understanding. This will help your staff members feel that they play an active role in the conversation.
3. **Be Mindful of How You're Communicating.** Your words are only a fraction of the message you relay to staff members. Body language and tonality contribute heavily toward the effectiveness with which your communication is received. Maintain a relaxed stance and facial expression while speaking with employees. Rest your arms by your sides rather than crossing them over your chest as this is a defensive posture. Make eye contact, smile when it's appropriate and nod your head affirmatively while listening.
4. **Follow Up in Writing.** No matter how compelling your meeting was, it's probable that those in attendance will not remember everything that was shared. Prior to the meeting, designate a person to take notes. Assimilate this information into a bullet-pointed email to send to your team as a follow-up and refresher. Short, concise notes will keep important information fresh in people's minds.
5. **Inform and Inspire.** Communication is a form of information exchange. Explaining and clarifying your thoughts and ideas is important in a leadership role. But passing on information to your team is only half of the equation. As a leader, it's vital to your business that your communication efforts inspire your team as much as they educate them. Plan ahead for meetings and conversations so you can effectively mix information and inspiration.

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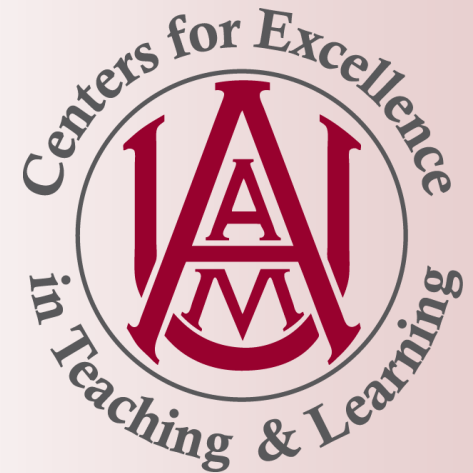
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Staff Handout

5 Ways to Build Killer Relationships With Customers

By: Mike Kappel
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<https://www.entrepreneur.com/article/282364>

To create customer relationships, and keep them strong, you must do all you can to engage customers. Here are five ways to build customer relationships and keep them coming back.

1. Communicate.

As a key to any good relationship, communication is an essential way to build customer relationships. Promoting your business and listening to your customers are equally important. Rather than just telling customers about your business, have conversations with them. Find out what your customers need, then show them that you have a solution to their problem.

2. Exceed expectations.

Your customers expect great products or services from you. You should continue to raise the bar on what your company offers. To put it simply, under promise, and over deliver. When you impress customers, they keep coming back.

3. Ask for feedback.

Whether customers have a good or bad opinion about your business, they will make their feelings known. Invite customer feedback to show you are listening. Place comment cards on your business counter, or conduct a survey. Customer feedback helps you hone your customers' specific needs so you can find the best solutions to their problems. The better your offering meets their needs, the more your business will grow.

4. Connect.

With technology, there are more ways to begin conversations with your customers than ever before. There are many online tools and social media outlets you can use to reach customers. When you engage with customers online, be careful not to create a one-way conversation. Ask customers questions, and respond to their inquiries.

5. Show appreciation.

Reward long-time customers with a loyalty discount program. You can hand out reward cards, or use a loyalty program app to track customer rewards. With a loyalty program, customers earn points for buying your goods or services. After earning a certain number of points, the customer gets a reward. For example, you could reward a customer with a discount on their next purchase.



10 Practical Ways to Improve Your Time Management Skills

By: Rinkesh Kukreja

June 29th, 2016

<https://www.lifehack.org/articles/productivity/10-ways-improve-your-time-management-skills.html>

1. Delegate tasks

It is common for all of us to take more tasks than our desired potential. This can often result in stress and burn-out. Delegation is not running away from your responsibilities but is an important function of management.

2. Prioritize work

Before the start of the day, make a list of tasks that need your immediate attention. Unimportant tasks can consume much of your precious time. Some tasks need to be completed on that day only while other unimportant tasks could be carried forward to next day.

3. Schedule tasks

Carry a planner or notebook with you and list all the tasks that come to your mind. Make a simple 'To Do' list before the start of the day, prioritize the tasks and focus on the essentials. Make sure that these tasks are attainable too.

4. Set up deadlines

When you have a task at hand, set a realistic deadline and stick to it. Try to set a deadline few days before the task so that you can complete all those tasks that may get in the way. Challenge yourself and meet the deadline; reward yourself for meeting a difficult challenge.

5. Avoid procrastination

Procrastination is one of the things that badly affect productivity. It can result in wasting essential time and energy. It could be a major problem in both your career and your personal life.

6. Avoid stress

Stress often occurs when we accept more work than our ability. The result is that our body starts feeling tired which can affect our productivity.

7. Avoid multitasking

Most of us feel that multitasking is an efficient way of getting things done but the truth is that we do better when we focus and concentrate on one thing. Multitasking hampers productivity and should be avoided to improve time management skills. Make use of to-do lists and deadlines to help you stay focus! This way you can do better at what you're doing.

8. Start early

Most of the successful men and women have one thing in common — they start their day early as it gives them time to sit, think and plan their day. Here's the reason why productive people always wake up early. When you get up early, you are more calm, creative and clear-headed. As the day progresses, your energy levels starts going down which affects your productivity and you may not perform as well.

9. Take regular breaks

Whenever you find yourself for 10-15 minutes, take a break. Too much stress can take a toll on your body and affect your productivity. Even better, schedule your break times. It helps you to relax and gets back to work with energy again later.