



Tailor Your Approach

When it comes to communication, some people will understand your message instantly, and others might need more explaining.

Asking people what they've understood will tell you how well your message has landed.

If necessary, you can make adjustments because it's not what you say, it's what they hear that matters.

It also works in reverse, 'What I'm hearing is...' can be a powerful way of checking comprehension and demonstrating active listening.