



BEST SUCCESSION MANAGEMENT PRACTICES (BSMPS)

Communication

Best Succession Management Practices (BSMPs)

AREA OF CONCERN: COMMUNICATION	BEST SUCCESSION MANAGEMENT PRACTICES
<p>Our family does not use questioning to better understand each other’s perspectives and ideas.</p>	<p>Asking questions is at the heart of effective communication and information exchange.</p> <p>By using the right questions for a particular situation, you can achieve many desired results. For example, you can gather more information, learn things you didn’t know, build stronger relationships, and help others to discover their own answers.</p>
<p>Our family has tried to use questioning skills to improve our communication, with limited success.</p>	<p>There are two main kinds of questions, closed and open:</p> <ol style="list-style-type: none"> 1. A <u>closed</u> question usually requires a single word or very short, factual answer. 2. <u>Open</u> questions elicit longer answers. They usually begin with what, why, or how.
<p>Our family effectively uses questioning to improve communication and information exchange.</p>	<p>Each of these kinds of questions should be used in specific situations and for specific purposes.</p> <p>Don’t be embarrassed to keep questioning until you fully understand the communication.</p> <p>Encourage others to ask questions if they do not understand or if something is unclear.</p>



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<p>Our family does not listen to each other.</p>	<p>Listening is one of the most important communication skills you can have.</p> <p>How well you listen has a major impact on the quality of your relationships with others.</p> <p>It is easy to unintentionally dominate a conversation. When you are doing all the talking, you do not hear others' ideas and points of view.</p>
<p>Our family strives to improve our communication skills through effective listening.</p>	<p>Others in the conversation may feel dismissed and misunderstood.</p> <p>Be considerate and do not control and dominate the conversation with your own needs and self-interest.</p> <p>Don't interrupt even if the speaker pauses to gather his/her thoughts.</p>
<p>Our family tries to encourage good listening, but there are some individuals that tend to dominate conversations.</p>	<p>Give the conversation your full attention and do not allow yourself to be distracted by other things going on around you.</p> <p>Repeat what you think the speaker said to ensure you heard correctly and to allow the speaker a chance to clarify.</p>



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<p>Our family does not use non-verbal communication productively.</p>	<p>Feedback makes communication meaningful. It is the end-result of a message and makes communication mutual.</p> <p>Be aware that you give feedback both verbally and non-verbally.</p>
<p>Our family does not know the importance of non-verbal communication.</p>	<p>Your facial expressions and body language make a strong statement about what you are thinking.</p> <p>The ability to understand and use body language is a powerful tool that can help you connect with others, express what you really mean, and build better relationships.</p>
<p>Our family is somewhat aware of the importance of non-verbal communication.</p>	<p>Help others feel free to express themselves. Nod or use other gestures or words to encourage them to continue.</p>
<p>Our family knows the importance of non-verbal communication.</p>	<p>Maintain eye contact. Show you are listening and understanding what is being said.</p> <p>It is easier for people to accept feedback that is framed in a positive way. That does not mean you always have to agree with everyone or hold the same point of view; however, you should begin your feedback with positive comments, observations, or common ground before pointing out differences.</p>
<p>Our family does not always use non-verbal communication productively.</p>	<p>Be aware of body language and the importance of non-verbal communication.</p>
<p>Our family uses non-verbal communication effectively to improve our communication.</p>	<p>Encourage others, when appropriate, to be aware that body language can influence the message they are trying to get across.</p>



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<p>Our family does not provide feedback or provides it only in destructive ways.</p>	<p>Feedback makes communication meaningful. It is the end-result of a message and makes communication mutual.</p> <p>The way in which you provide feedback can either enhance understanding and reinforce relationships, or destroy trust and create barriers.</p>
<p>Our family provides feedback inconsistently. Sometimes it is constructive and sometimes it is destructive.</p>	<p>Provide feedback to the speaker to demonstrate you are listening and paying attention.</p>
<p>Our family effectively uses feedback to maintain open understanding and communication between family members.</p>	<p>Gather feedback to make sure people have understood what you have said.</p> <p>Encourage others to ask for feedback when it is unclear if they have been understood or not.</p>



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<p>Our family has never evaluated how well we are communicating.</p>	<p>Asking the right questions is at the heart of effective communications and information exchange.</p> <p>Evaluating how well you are communicating can help make adjustments where and when they are needed in the process.</p>
<p>Our family occasionally evaluates how well we are communicating.</p>	<p>Try to anticipate and predict ahead of time possible causes of confusion.</p> <p>Provide enough information and detail to make sure everyone understands.</p> <p>Remember, people view information differently and you should try to understand these different perspectives during your conversation.</p>
<p>Our family continuously evaluates how well we are communicating.</p>	<p>Speak clearly and use words others can understand.</p> <p>Continually evaluate how effectively the family is communicating.</p>



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Our family has never practiced new techniques to improve our communication results.	Asking the right questions is at the heart of effective communications and information exchange.
Our family does not support or encourage family members to improve and practice effective communication skills.	Evaluating how well you are communicating can help make adjustments where and when they are needed in the process.
Our family does not spend much time discussing effective communications skills and their importance to our success.	Emphasize the importance of practicing and improving effective communication skills.
Our family occasionally supports and encourages family members to improve and practice effective communication skills.	Invest in helping yourself and other family members to improve communication skills (facilitation, training, etc.).
Our family occasionally practices new techniques to improve our communication results.	Be sure to allow enough time to finish the conversation. It is better to delay a conversation than to cut a conversation short.
Our family understands the importance of effective communication skills.	Continually evaluate how effectively the family is communicating.
Our family continuously practices new techniques to improve our communication results.	
Our family is committed to investing time and money to help family members improve their communication skills.	