

# Do Something!

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## Have You Lost The Keys To Effective Communication?

This newsletter comes to you from **Kate Harper** of Harper Coaching

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Welcome to this issue of **Do Something!** – the bi-weekly newsletter that is intended to inspire you to change the way you think and to stimulate you into action. If you like what you read, please pass it on to your friends and colleagues.

Welcome to my new readers. I am delighted to have subscribers from the **UK, USA, Canada, Japan, Switzerland, Ireland, Albania, Italy, India, South Africa, Pakistan, Australia** and **New Zealand** .

Please make sure you put [kate@harpercoaching.com](mailto:kate@harpercoaching.com) on your allowed list, so that you can continue to receive this newsletter.

**I only aim to send out this newsletter to those people who want to read it, so if you have received this newsletter in error, or no longer wish to subscribe, please either send me a blank e-mail to [kate@harpercoaching.com](mailto:kate@harpercoaching.com) with ‘unsubscribe’ as the subject or follow the link below.**

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It’s great to talk! It’s even better to listen. I should know. When I was doing my training, I decided to practice listening, so I did just that. My friends asked me if I was alright! They thought something was wrong with me, because in normal circumstances I talk a lot. I will chat to people in queues, I will talk to people at the gym and I will talk to anyone who will listen! When I am coaching, however, much of the time I listen, and as the years go on, it has become easier. It is not *my* time to talk in that situation, except to ask questions of my clients. It is *their* time and it is almost as if I am another person altogether! I rather like that.

Much of my time is spent alone, so that explains a little why I am such a chatterbox! However, I am in constant communication with the outside world, through the medium of e-mail, the telephone and even the old-fashioned postal service! The trouble is, not all of that communication is what I think of as effective communication. The postman brings piles of junk mail that goes straight into the recycling bin, the phone rings in the early evening with nice people who want to sell me double glazing, and my e-mail is bombarded with all sorts of exciting offers, including the ones from people who want to use my bank account to transfer millions from some African country. Thank goodness for the delete button!

It has made me re-think about how we communicate on a daily basis and how effective it really is. I know I write a bit like I speak – fast and fulsome! Perhaps I should pare it all down to the essence of what I want to say. It would take some practice, and I don’t know if

what would be left would be 'me'. How about you? How do you communicate and is it effective? Is it 'good' communication or do you leave people wondering what you are trying to convey?

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**Do Something to move you towards your goals.** Do you waste time talking about what you are going to do and then never get round to doing it? What can you do today to put those words into action? Stop talking, and get doing!

**Do Something today that you've been putting off for a while.** Are you suffering from information overload? Perhaps you can't see where to start because you have been inundated with too much communication from all quarters. It's time to get your mining hat on and start digging for the gems among the dross. Enlist help if you need to.

**(If Procrastination is one of your challenges and you haven't already done it, click [HERE](#) - or go to [www.harpercoaching.com](http://www.harpercoaching.com) - to sign up for my complimentary 7-day mini e-course on this subject.)**

**Do Something for yourself.** Be clear. You will do yourself no favours if your communications are vague and woolly. Are you using abbreviations and acronyms? Do the people you are talking or writing to understand what you mean? I spent ages thinking that everyone was sending 'Lots of Love' to everyone else, until someone actually wrote 'LoL' out in full. 'Laugh out Loud' is amusing, but doesn't quite have the same message, I am sure you'll agree! I would also suggest that if you are sending email messages take time to read and then re-read them before you hit the send key. Even read them out loud if you can. So many misunderstandings have arisen because of misinterpretations. As I said before, be clear.

**Do Something active every day.** Practice 'Active Listening' on a daily basis. This is when you *really* take time to listen to what other people are saying. Still the chattering monkey in your mind by pressing your tongue onto the roof of your mouth just behind your top teeth. Start to listen for what *isn't* being said. Watch for body language signals as well as listening for omissions. They can tell you as much, if not more than words.

**Do Something because you want to, not because you *have* to.** What is behind your need to speak or send a message? Are you sharing information that others will find useful? Are you blowing your own trumpet? Do you have another reason for communicating which might not be obvious? What outcome are you seeking as a result? Are you sending it to the person who needs to hear/read it? Be sure you really want to send out the message before you let it fly!

**Do Something new every day.** Instead of trying to dominate the conversation (a very human thing to do!) try something new. Ask others questions, allowing them time and space to talk. Avoid talking too much about yourself. (I could learn something from doing this!) Through listening you will open yourself up to learn more.

**Do Something creative every week.** Some communication by its very nature has to be rather dry and direct, however, you have the opportunity to communicate by so many other means. A writer paints pictures in our heads with their clever use of words, as does a composer with

the notes combined to create a mood, a story or to portray a character. Whatever your favourite creative pursuit is, consider what the message is that you are giving out.

**Do Something for nothing.** In an ideal world, all communication would be open and non-judgemental. By sharing clear information we would be able to help everyone progress. It's a nice thought. So, before you next open your mouth to speak, or before you send that next email or letter, please take a moment to consider if your communication is conveying what you really mean. Perhaps that moment is the real key to effective communication.

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**Do enjoy this quote.**

*"Those who decide to use leisure as a means of mental development, who love good music, good books, good pictures, good plays, good company, good conversation -- what are they? They are the happiest people in the world."*

*William Lyon Phelps*

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I do hope that this issue of **Do Something!** has inspired you to take a moment before you communicate!

Have a good fortnight, and even if it's only a *little thing*, **Do Something!**

Warm wishes,

**Kate**

**Passionate about helping you achieve your goals**

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### **The Do Something! Coaching Package**

Many of you will already be familiar with **Do Something!** - my newsletter that is intended to inspire you to change the way you think and to stimulate you into action. In fact, today you are reading it!

Well, now I can offer you the **Do Something!** Coaching Package. This is a three-month long Coaching Programme based around the ideas that form the basis of the **Do Something!** newsletter.

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**Do Sign Up for my e-Course ~ "Discovery ~ a 6 module journey to a better you" on [www.harpercoaching.com](http://www.harpercoaching.com) under [e-Courses](#) on the main menu.**

Here is a little bit about it:

**Discovery** is a comprehensive 6 module e-Course for you to work on at your own speed and in your own time, which will appear in your in-box each week. Within each module there are exercises and actions for you to take, covering such subjects as "Where are You Now?" , "Choosing Your Ideal Life", "Taking Care of Your Body",

"Happiness", "Motivation", "De-Cluttering", "Improving Your Self-Esteem", "Making Time for Me", "Understanding and Practising Assertiveness", "Dealing with Stress", "Managing Your Anger" and more...

Here's what one of the first purchasers of the **Discovery** e-Course have said - "**Your Discovery course is outstanding. Thanks**"

Your investment for this e-Course is UK£29.99 (Approximately USD 52.00/EUR 44.00).

If you would like to know more, please contact me.

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**Do try this for nothing!**

Alongside "**Discovery**" and to give you a little taster, to see if you like my style, I am also offering a complimentary 7-day mini e-course on **Procrastination**. To sign up for this, please go to [www.harpercoaching.com](http://www.harpercoaching.com)

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**Kate Harper** is a Motivation and Wellbeing Coach, based in the beautiful Highlands of Scotland. To find out more about Kate's services please contact her at [kate@harpercoaching.com](mailto:kate@harpercoaching.com) or see [www.harpercoaching.com](http://www.harpercoaching.com)

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