



turning managers into leaders

Merge's Monthly Mega Minute – December 2002

Welcome to **Merge's Monthly Mega-Minute** - a bite-sized, yet substantial and practical, nugget of information that you can use immediately to enhance your professional and personal success.

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

Play tennis, not golf!

Think of effective communication as if you were playing tennis - the ball must go evenly across the court, back and forth, back and forth - one person speaking, the other person listening, alternately switching from one person to the other - back and forth, back and forth.

Yet many of us communicate like we play golf - we hit the ball and we go after it, we hit the ball again and go after it, and we hit the ball yet again and go after it. In fact, while the other person is teeing off or playing their ball, many of us impatiently tap our feet and wait at the tee box or off on the side - we just can't wait till it's our turn! Instead of listening to what the other person is saying, we're thinking about what we're going to say next! And that's not effective communication!

If you want to be an effective communicator, next time focus on playing tennis, not golf!