

# Communication Is Key

You can impact your employee's behavior



**Help them "feel" importance of their behavior**

**Model appropriate behavior in supportive ways**

**Deliver messages using people they know and trust**

**Use frequent verbal communication with familiar words**

**Use eye contact and simple signs or posters as reminders**



**Train using books and articles**

**Leaders do not demonstrate the same behavior they are being taught**

**Deliver messages using people who don't know them**

**Use big technical words they can't relate to**

**Train one time only under stressful conditions**