



Successful Communication Checklist

Arranging to meet / talk

- Find the right way and the right time to approach the other party. Don't make the approach until you have had the time to think out what you want to say and how you want to say it.
- When you approach the other party, let them know that what you want to do is simply to resolve the difficulty.
- Meet the other party in private and make sure that they are not "put on the spot".

Telling them what you want to say

- Tell the other organisation your concern in a way that respects them, and try to think that they are like you, just trying to do their best.
- Try to say the facts in a way that they will accept, rather than blaming them, e.g. "Your letter of 2nd March said that we had not delivered the report on time" rather than "You sent us a nasty letter implying that we were incompetent".
- Say how the situation is affecting you without judging them, e.g. "We're frustrated because we aren't able to get in touch with you" rather than "You're deliberately ignoring all our phone calls".

Listening to their side of the story

- Let them tell you their side of the story before deciding how you think the situation should be resolved.
- Try to give them the benefit of the doubt, and assume that what they say may be true unless you have absolute, concrete evidence that it isn't.
- Even if you disagree with them about what has happened, try to understand how they feel on the basis of their version of the story.

Finding a way forward

- Say why it is important for you to resolve this issue, e.g. "It is important for us to know that you respect our capacity to deliver" or "Being transparent over funds is something that is very important to us".
- Make requests rather than demands of the partner organisation, i.e. give them the opportunity to reply to what you say, and consider seriously any comments or suggestions that they make.
- Make sure that your requests are specific and doable, e.g. "Can we make a time next week to go through the application together?" rather than "Could you make some improvements to the application?"