



# Clear & Concise Communication Techniques

# Objective:

We will investigate clear and concise communication techniques.



# Recap:

Clear communication - message sent where the receiver understands it

Concise communication - clearly communicate important info in as few words as possible

- Examples of when this should happen:
  - Emergencies
  - Phone calls about patients
  - Most hand-offs between patient care providers

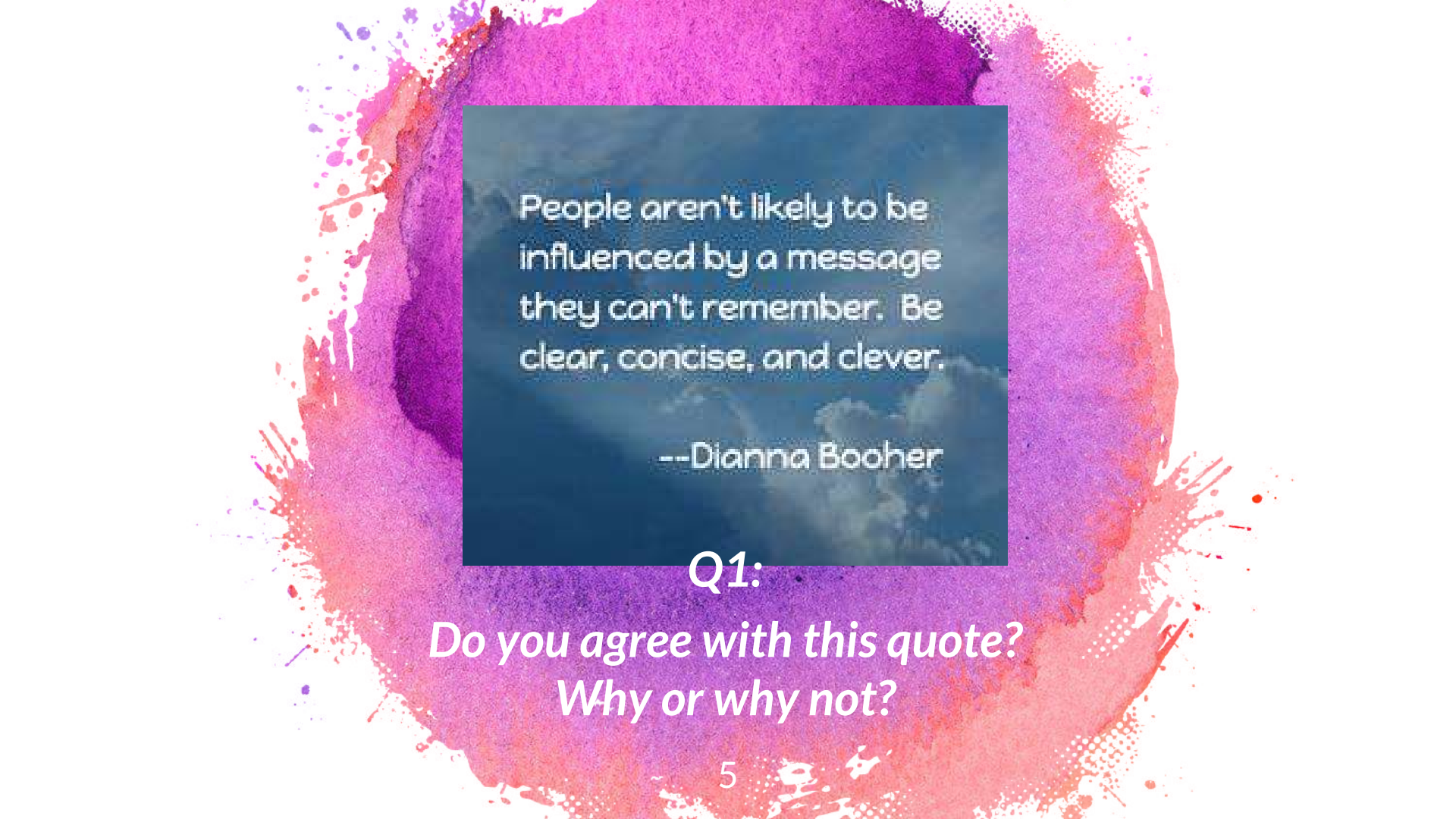


This video is me talking  
about this slide if you  
want audio



43% of people who receive  
long-winded emails delete  
them.

-Joseph McCormack, author of *BRIEF: Making a  
Bigger Impact by Saying Less*



People aren't likely to be  
influenced by a message  
they can't remember. Be  
clear, concise, and clever.

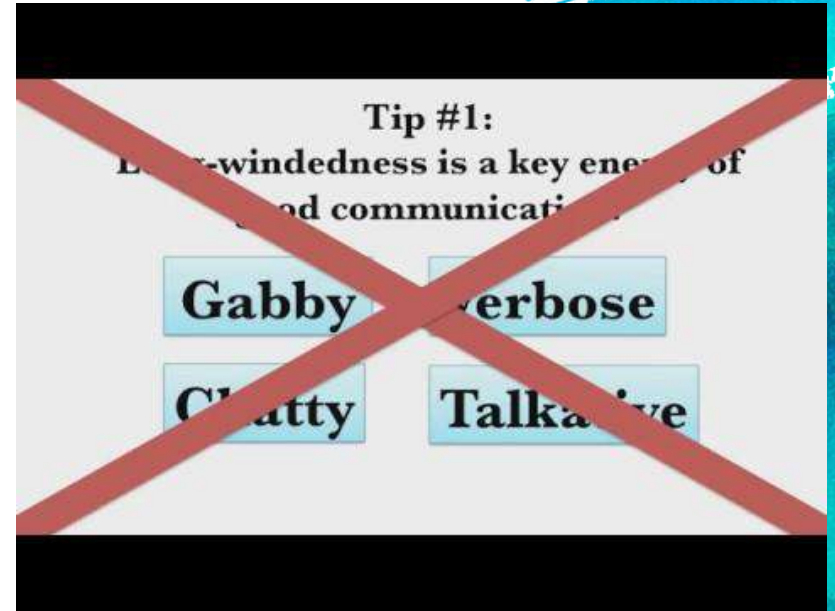
--Dianna Booher

**Q1:**

*Do you agree with this quote?  
Why or why not?*

Watch this video  
(approx. 7 min)  
&  
answer the questions on **next slide in notes**

I suggest you watch through it once, then go  
back and find answers if needed.



Q2:

What are the reasons that someone might talk too much?

Q3:

What problems are signaled by someone who is long-winded?

Q4:

What was the first strategy listed in the video?

Q5:

What was the second strategy listed in the video?

Q6:

What are reasons why you should be concise?



# Exit Ticket:

On a post-it note, give me:

- × your rating from 1-10 of how long-winded you are
- × one reason why people feel they have to talk so much.

Post it on the door on the way out.



# Credits

Special thanks to all the people who made and released these awesome resources for free:

- × Presentation template by [SlidesCarnival](#)
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