

# COACHING TIP

From Rex C. Houze

## 10 Commandments of Communication

1. Develop trust. It's not automatically given; it must be earned.
2. Openly communicate more than you have to or need to. Make it your top priority.
3. Be as specific as possible in the words and phrases you use.
4. Supply whatever background information and reasons people need to understand changes.
5. Be absolutely honest with all employees.
6. Actively share information and feelings.
7. Talk to an employee as one adult to another (the way you would like your boss to talk with you).
8. Always solicit employee ideas, suggestions, and reactions.
9. Follow through, always --- no exceptions.
10. Recognize the job of a manager is to remove roadblocks, irritants, and frustrations --- not put them there.

Harris "Hank" Plotkin  
*Building a Winning Team*