

# ACHIEVING EXCELLENCE IN COMMUNICATION

## TIP #1

- Connect empathetically with your audience.
- Think about their challenges and best paths and how language and communication can impact your message.
- Don't be afraid of authenticity or vulnerability.

► Read more about [empathy](#) & [inclusivity](#).

## Tip #2

- Work with your groups to give them a voice in your communications.
- Stop talking, solicit engagement, and genuinely listen.

► Read more about [listening](#).

## TIP #3

- Provide tools for communication and showcase role model behavior.
- Recognize and allow for different communication styles.

► Read more about [communication styles](#).

## Tip #4

- Begin by recognizing your unconscious biases.
- Remove your preconceptions and be open!
- Focus on building relationships and trust within your team.

► Read more about [biases](#) & [trust](#).



**COMMUNICATE**  
regularly with  
**INCLUSIVE LANGUAGE.**

**SHARE**  
positive stories with the  
community.



NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**  
*Strength Together*



Nonprofit  
**Risk Management  
Center**  
Find the answer here | [nonprofitrisk.org](http://nonprofitrisk.org)

Learn more on the NY Alliance Resilience Portal