

Articulate

Ways of strengthening this voice:

1. Observe and learn from how an effective chair-person summarises a discussion by being concise, clear and neutral.
2. When you speak, start with you headlines, rather than going straight into the whole story. Listen to how radio and television news broadcasts orientate their listeners by opening with a short, factual outline of the situation.
3. Distinguish more clearly between facts and opinions, between what is known and what is unknown, what is agreed and what is in dispute. Lay out the situation in a neutral, objective and matter-of-fact manner.
4. Practise writing short summaries, no more than 50 words long, which accurately distil what is being said in a much longer piece of text.
5. Do more 'reflective listening' – re-stating or summarising, preferably aloud, the essence of what the other person has said before going on to what you yourself want to say.