

Respect



People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation.

Convey respect through email by [taking the time to edit your message](#). If you send a sloppily written, confusing email, the recipient will think you do not respect her enough to think through your communication with her.