



Connect Better, Relate Stronger

Good communication lays the foundation for healthy relationships — whether at home, with friends, or at work. Strong communication helps people feel understood, reduces misunderstandings, and builds trust, empathy and emotional connection. When stress and interpersonal difficulties arise, good communication can make all the difference — not only in resolving conflict, but also in strengthening bonds with others.

Tips for improving communication skills:



Practice active listening

Give the speaker your full attention without interrupting and reflect back what you hear to show understanding.



Be clear and specific

Share what you need or feel clearly, helping others understand rather than guess.



Use “I” Statements

Start by saying how you feel and what you need, instead of pointing fingers or placing blame.



Match your words with your actions

Let your tone of voice, eye contact, and body language match the message you’re sharing.

Ready to strengthen your relationships through better communication?

Your **Universal Employee Wellness Programme (EWP)** counselling support is here to help you build these skills, reduce stress, and strengthen connection at work and in your personal life — don’t hesitate to contact us.

To access this support:

Call toll-free on **0800 390 003** / Send a ‘Please call me’ to ***134*952#**
E-mail **ewp@universal.co.za**



The UniversalEWP
Always there for you!

Watch orientation video

