Professional Communication Checklist

For conversations with guides, HODs, senior clinicians, and staff

Before you speak or send a message:
[ ] Have I chosen the right time (they are not rushing or stressed)?
[ ] Is this better as an in-person talk or a formal email?
[ ] Do I know my main point in one or two clear sentences?

How I start the conversation:
[ ] I use a polite opener (e.g., 'Excuse me, Dr. ___, may I have a moment?').
[ ] I briefly state why I am here (concern, request, or clarification).

During the conversation:
[ ] I listen fully without interrupting.
[ ] I keep my tone calm and respectful.
[ ] I avoid slang and overly casual language.
[ ] I use 'I' statements instead of blame (e.g., 'I am finding it difficult to…').
[ ] I stay focused on the issue, not on the person.

When raising a concern:
[ ] I describe the issue factually, without exaggeration.
[ ] I suggest at least one possible solution or ask for their suggestions.

When making a request:
[ ] I am specific about what I am asking for (time, feedback, change, permission).
[ ] I show that I understand their time and workload (e.g., 'whenever convenient for you').

Before I end:
[ ] I check if anything needs to be clarified or repeated.
[ ] I thank them for their time and guidance.

Afterwards:
[ ] If needed, I send a short follow-up message summarizing what was decided.
[ ] I reflect: Did I stay respectful, clear, and solution-focused?