Ten communication rules for effective beneficiary communication

1. Create a comfortable space in which to pass out information.
2. Be clear and precise.
3. Everyone should hear you clearly.
4. Repeat the sentences again if it is possible or necessary.
5. Always be calm.
6. Do not interrupt beneficiaries when they are talking.
7. Encourage beneficiaries to ask questions if they do not understand.
8. Be ready to explain the same thing in a different way if beneficiaries do not understand it the first time.
9. Know what you are saying. Let the beneficiaries know how the programme works.
10. Always use respect and kindness, and be professional at all times.

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| Remember: You represent the International Red Cross and Red Crescent Movement in the field! |