

Mindful...

Communication

Tips for USPS Employees



Mindful communication is the practice of being fully present, aware, and intentional during interactions with others. Below are practical tips designed specifically for USPS employees navigating busy, high-pressure work environments:

- **Pause Before You Speak**
Take a deep breath—especially during stressful interactions. A brief pause can help you respond thoughtfully instead of reacting impulsively.
- **Practice Active Listening**
Give your full attention when someone is speaking. Avoid interrupting, and show you're listening with eye contact, nodding, or summarizing what's said.
- **Be Clear and Direct**
Simple, clear language prevents confusion, especially when giving or receiving instructions, reporting issues, or handling customer questions.
- **Speak with Respect—Even Under Pressure**
Whether you're addressing a coworker, supervisor, or customer, keep your tone calm and respectful—even when things get hectic.
- **Stay Present**
Focus on the conversation at hand. Avoid multitasking while someone is speaking to you; it shows respect and helps avoid miscommunication.
- **Avoid Assumptions**
If something isn't clear, ask questions. Clarifying saves time and prevents mistakes.
- **Use "I" Statements**
When discussing issues or giving feedback, use phrases like "I noticed..." or "I feel..." instead of blaming or accusing.
- **Acknowledge and Appreciate**
A simple "thank you" or "good job" goes a long way. Recognition helps build a positive and respectful work environment.
- **Manage Stress Mindfully**
Take short breaks when needed, stretch, or breathe deeply. A calm mind supports better communication.
- **Remember the Bigger Picture**
Every USPS role contributes to the mission of connecting people and communities. Communicating with care strengthens that mission from the inside out.

For additional guidance on mindful communication—speaking and listening in a way that benefits yourself and others—reach out to the EAP or visit [EAP4YOU.com](https://www.eap4you.com).