



kom-muni-k-shun

*The single biggest problem with communication
is the illusion that it has taken place
- George Bernard Shaw*

FOUR key parts to a conversation:

Telling - this is instructional or directional, sometimes used as context

Listening - opportunities for understanding, assessing what you understand vs. what you do not understand

Processing - comparative analysis, is valid or relative

Asking - this is where the power is, creating opportunity for others and ourselves to understand or to be understood.

Consider the last conversation you had...

In which key part did you spend the most time?

Which key part could you have used more of?

Common Barriers to Effective Communication:

Physical disabilities such as hearing problems or speech difficulties.

Physical barriers - not being able to see the physical gestures or body language

Language differences - unfamiliar accents, dialects

Jargon - Over-complicated, unfamiliar or industry specific terms such as 'deep dive', 'bleeding edge', 'drinking the kool-aid', 'QA', 'CTA' or 'KPI'

Emotional barriers - Some people may find it difficult to express their emotions and some topics may be completely 'off-limits' or taboo. *Sex, drugs, religion, politics*

Cultural differences or taboos. *For example, the concept of personal space varies between cultures and between different social settings. Negotiating prices...*

Give an example of when one of these barriers occurred when communicating?

the **WAYS IN WHICH**, the way we think, **GET IN OUR OWN WAY**

THIS IS HAPPENING WITHIN YOUR CLIENT/ CUSTOMER AS WELL... *it maybe happening right now within you, as you read...*

MIND READING - always thinking of what they will say next, maybe even speaking for them...

ON / OFF switch - something more important or relative to our own needs governs our **always already listening** voice...

SELECT HEARING - focussed on or searching for specific parts of what the speaker is saying, similar to fast forwarding through a movie

OVER ASSESSING or Judging - assessing the speaker vs. the content of what is being said. “Just like an engineer” or “he is typical management!”

”ONE UPING” - subconscious competition - where a bigger better story is expressed...If the speaker is going to France for holiday, YOU are going to the Caribbean, fish Stories...

REGENCY BIAS - when your ideas and beliefs are shaped from the **most recent experience** you have had on the subject OR with person your are speaking with.

CONFIRMATION BIAS - when we are listening for our own ideas & opinions to be reflected in the other persons language or perspective to confirm that we are right or understood.

Do you want to create **POWERFUL** conversation? Improve your awareness of these 4 areas of learning...

CONTEXT - What brings you to this point and where you're headed with it?

Provide or ask for more / less. Are you creating or asking for more?

PERSPECTIVE - Your view is as unique and different as the person you're talking to.

It is a natural tendency to position ourselves in the position of "knowing" and provides us with a sense of security and intellectual self preservation. Are you creating or asking for more?

ALREADY ALWAYS LISTENING VOICE - 24/7 This is your built in assistant bridging the gap between subconscious and cognitive thinking. Is your internal voice a hindrance or contribution to your growth?

How often are you telling information vs asking?

CLARIFICATION OF ROLES, RULES & RESPONSIBILITIES,

if you cannot measure it, it will be difficult to manage.

There are many ways to improve your communication AND the following areas are great places to start...

Look for opportunities to say **“I do not know”** -
this creates intellectual space for various perspectives to be shared.

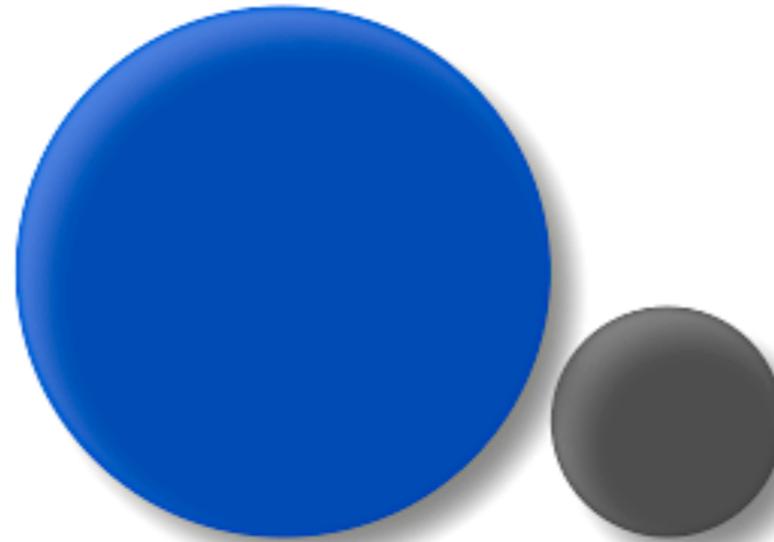
Replace the word **“BUT”** with the word **“AND”**...

Consider whether or not what you have to say is **‘USEFUL’** to others...

Ask for or **create context & clarity** for others...

challenging you to think, about the way you think...

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1 - 205 - 914 - 3020