

COMMUNICATION

WHAT: To make known

To pass from one to another

Sharing information

To join, connect

WHY: way to share data, information, ideas, opinions, beliefs/prejudices, culture, heritage, religion,
-within relationships – to establish a connection a bond, share ideas, opinions, solve problems,
Resolve conflict, to form and increase emotional closeness

HOW: VERBAL – Voice: tone, modulation, speed, emphasis, words used (carry emotional weight),
Written: letters, emails, cards, notes

NON-VERBAL: “body language”- body posture, stance, distance, personal space, gestures,
Facial expression, eye movement – rolling

85% - 90%

Do as I say, not as I do

PROCESS:

INTENT: the thought, what you mean to say

CONTENT: what you actually say (foot in mouth??)

PERCEPTION: what the other person hears or assumes of your intent/meaning

BARRIERS: what I hear is filtered through:

Listening skill, old baggage/family history, beliefs/assumptions/perceptions/prejudices,

Misperceptions/misunderstandings, expectations, gender, age, culture, religion

Addiction or mental health issues, medical conditions, medications

UNHEALTHY COMMUNICATION:

Criticizing, blaming, disrespectful, rude, assuming, guilt tripping, “brutal honesty”, indirect, dishonest

Shame/guilt trip, sarcasm, not listening, out to “win” at any cost not resolve problem

HEALTHY COMMUNICATION: within healthy relationships the key to communication is not talking, it is
listening – understanding the others “intent” whether you agree with them or not

pay attention, eye contact when culturally appropriate, supportive, acknowledgement/feedback,

appreciation/positive feedback, accept responsibility for your actions, behaviors and speech,

direct/honest – no hinting, respect boundaries, courtesy, respect, check out your perceptions, argue
to solve problems not to control the other person

Use “I” messages rather than “you” messages. To point the finger and blame just makes others defensive and that shuts down communication. Let them know how their behavior impacts you by using “I think” or “I feel” rather than you. Keep in mind, you are not there to control their behavior and just because you point it out it doesn’t mean they will change it, they may disagree with you.