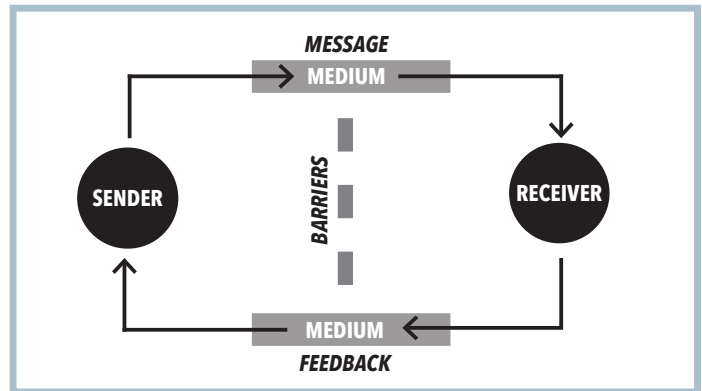


EFFECTIVE COMMUNICATION

- Communication is threaded through the entire THERE-HERE-PATH process. It is ever-present in all circumstances and settings. When we communicate, we share value with one another. We align ourselves with the mission or with some alternative agenda. When building a meaningful organization, communication is critical. It connects all the other tools and serves as a binding agent among the members of the organization.
- We have to effectively communicate to have clarity within the framework of life: we need to communicate the THERE, honestly assess and share the HERE, and make SMART goals along The PATH that show exactly what we plan to do.
- Clarity creates a unity of effort in our work and in our relationships.



There are four parts to the process of communication:

- **The Sender:** The person communicating the message. They must have internal clarity of the message and they will have to use a medium that will overcome any existing barriers to communication.
- **The Receiver:** The person being communicated to. The receiver must have humility in order to listen and understand the sender's message without filling in gaps with personal bias. They ask questions to further clarify the message.
- **Medium:** The form through which the message is communicated. When selecting the medium for communication, the sender needs to consider what method will give the message the best chance to be understood. In-person is almost always best, but not always possible or practical.
 - Examples: In-person, text, telephone, Zoom, email, newspapers, television, photography, etc...
- **Barrier:** Anything that blocks the flow of effective communication. It is important for the sender to understand the existing barriers in order to overcome them and communicate the message clearly
 - Examples: Age, physical presence, distance, implicit bias, culture, language, sex, etc...

$$\boxed{\text{HUMILITY}} + \boxed{\text{FOCUS}} + \boxed{\text{CURIOSITY}} = \boxed{\text{LISTENING}}$$

Listening is the most challenging part of communication.

- Formula for Listening:
 - **Humility:** Recognize that the communication is not about ME but instead it is about WE and the mission/message/purpose.
 - **Focus:** Pay attention to what the individual is saying instead of just trying to figure out what you are going to say next
We tend to feel uncomfortable with silence, but it is okay to take a few seconds to formulate your own thoughts after the other person has finished speaking.
 - **Curiosity:** Ask Questions! We want to understand as clearly as possible the perspective of the sender, questions are key to gaining as much insight as possible.

ACTIVE LISTENING

A tool that can be beneficial to the receiver. The receiver repeats back to the sender what they understand from the message to ensure they are on the same page. If it turns out they are not, this gives the sender the opportunity to further clarify the message.

OBSERVATIONAL LISTENING

The receiver makes a mental movie in his mind to picture what the sender sees and is trying to share. The key for listening is to see what they see. We need to ask clarifying questions to make a more clear picture and help us see from the sender perspective.

**How can you foster better communication in your organization?
What do you find challenging about the process of listening?**

