

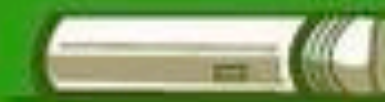
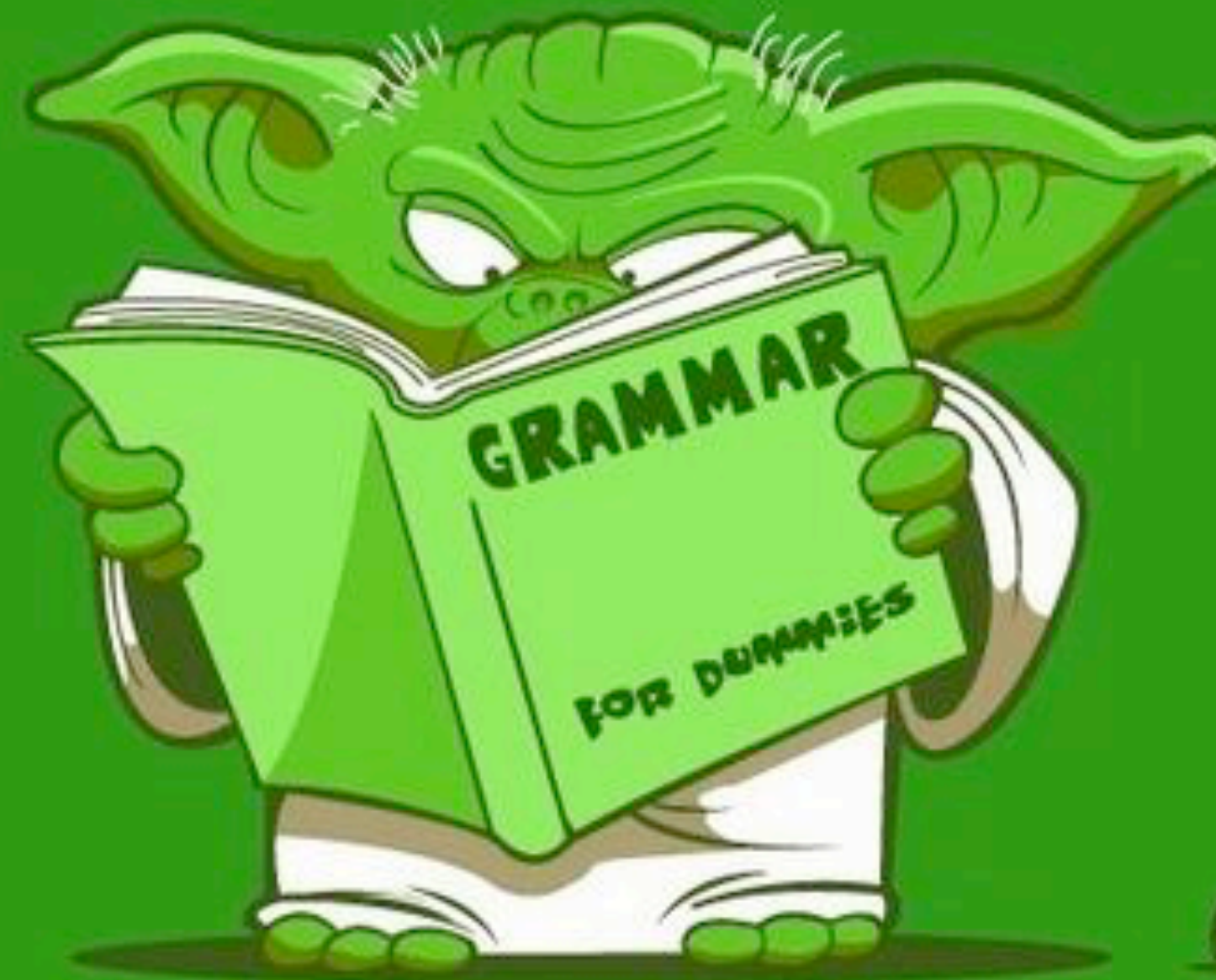


COMMUNICATION

Sending & Receiving Clear Messages

GRAMMAR...

The difference
between feeling your nuts
and feeling you're nuts.



Poor or inadequate communication is
the reason most cited for divorce.

It's also the most common cause of conflict.

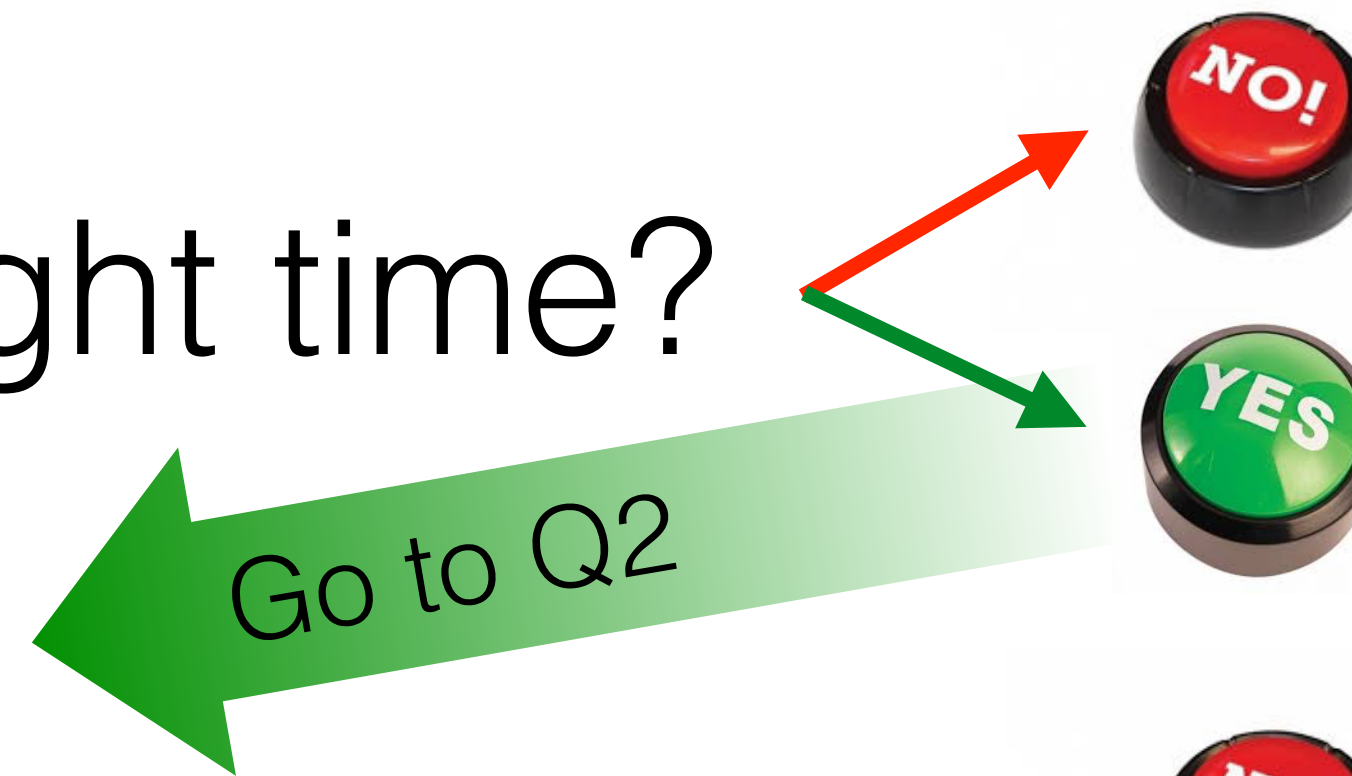
It's the number one problem in
businesses that are losing money.

Yet most people self identify as
above average communicators.

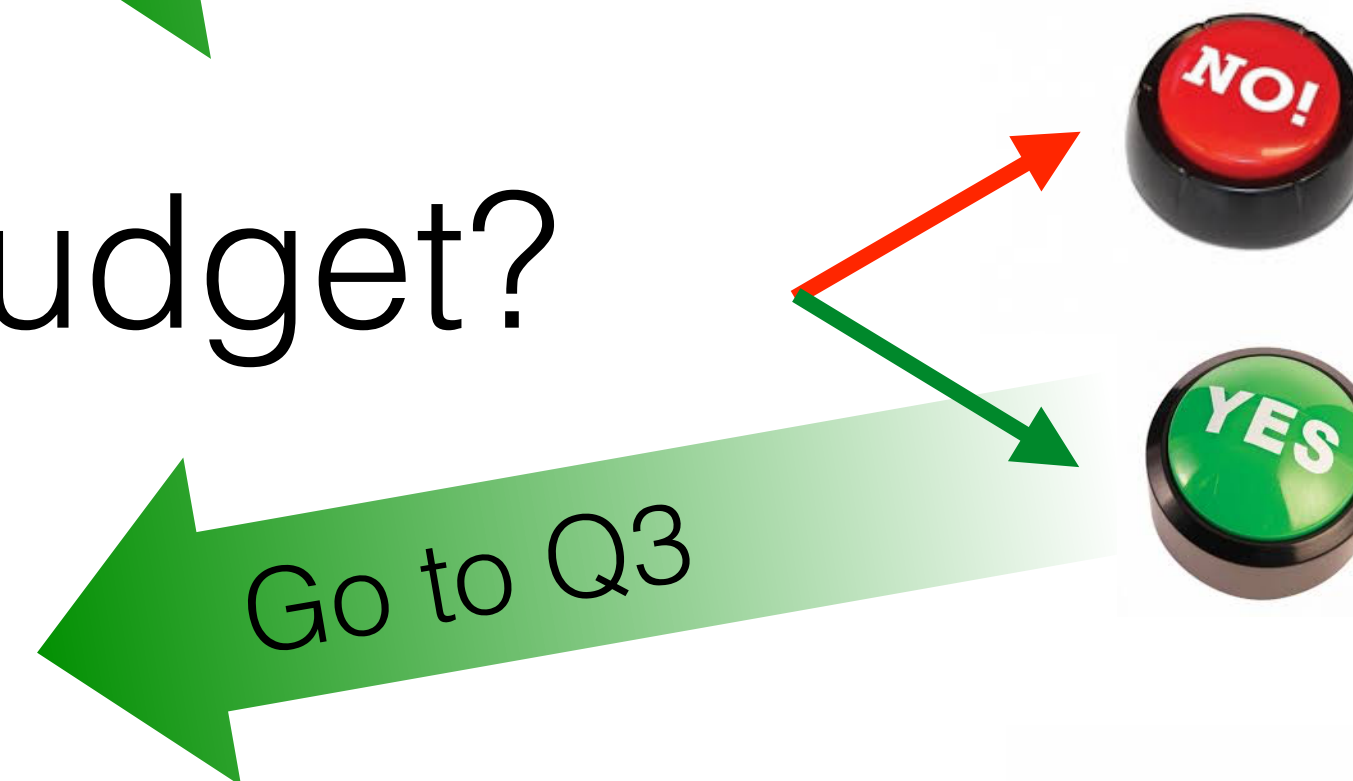
Clearly - better communication skills are
the foundation of every kind of success.

Imagine Buying a Car...

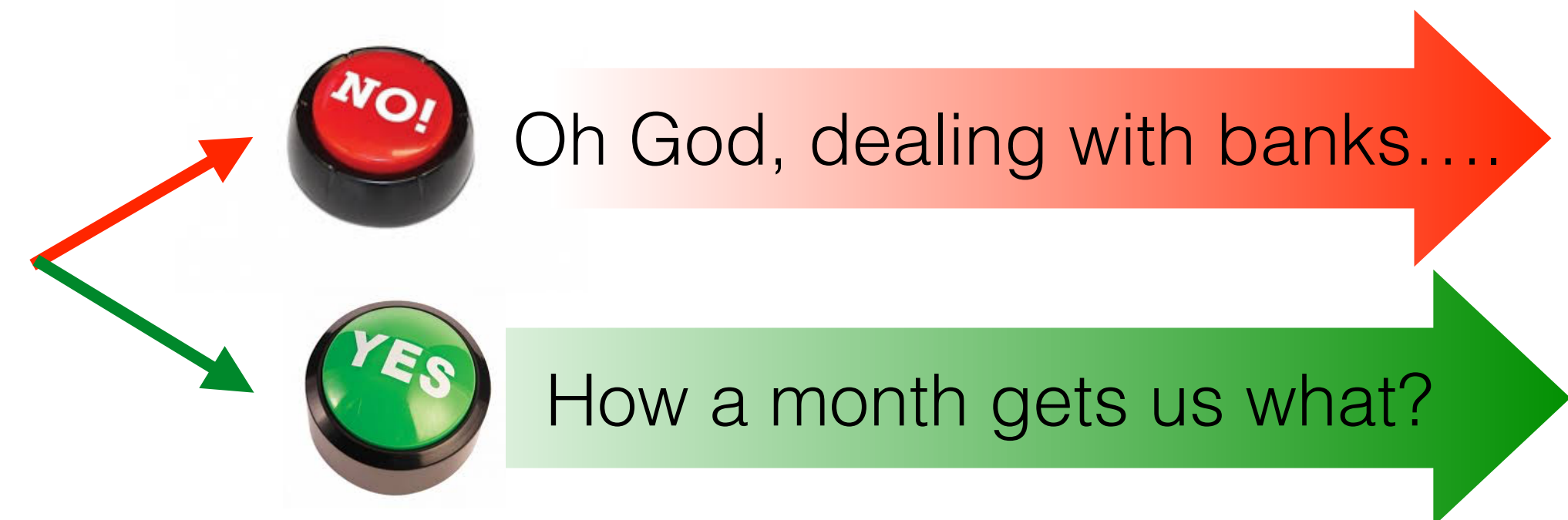
Is now the right time?



What is the budget?



Rent, buy or lease?



Imagine Buying a Car...

How will it get used? Who will drive it? Where will it be driven?

What will it cost to run? Should we get two smaller cars?

What bout insurance? Will we qualify for finance?

What about resale values in 5 years?

Top of the line or entry level?

Has to have 4/5 doors.

Must fit 5 people.

**Can't be
yellow.**

Getting
serious

Ready
to deal

Thoughts
starting
to take
shape
as ideas.

Words used
to convey
what we
want/need.

None of the preceding thought patterns is meant to convey that we often **impulse** buy.

That is, our friend says they are selling their ultra low mileage, magnificently maintained, never thrashed, Maserati for \$50K below market value...



Speaking of that Maserati...

You wouldn't just, accelerate up to 130 and then think about getting it on the road...



...but with communication, most people spew out 1,000 words a minute assuming that every one of them deserves a place in the never ending sentence we are making up as we go.

When it comes to communication, most people throw a scrabble board of words into the air - rearranging them as they go.



Most people think about what they said...

...after they said it.

The purpose of communication is to convey what doesn't fit easily into words.

If it was just words - I could just email you.

My message starts as a jumble of **feelings**, **ideas**, **pictures** and **emotions** in my subconscious.

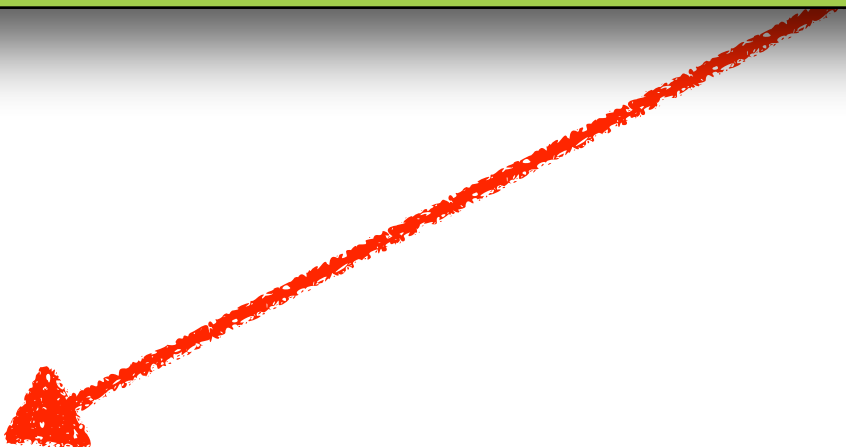
I (*very poorly*) translate them into words and drop them on you assuming that they make exactly the same pictures in your head - which of course they don't, can't and never will.

Therefore **step one** is to realise that different pictures are forming inside every single head in any conversation.


If I'm talking to 3 people there are three versions of what I said.
Most importantly - I have no idea that these three translations exist.

Unbeknown to me, each of my three listeners is reacting to what they believe are the consequences of the things they imagine I have said.

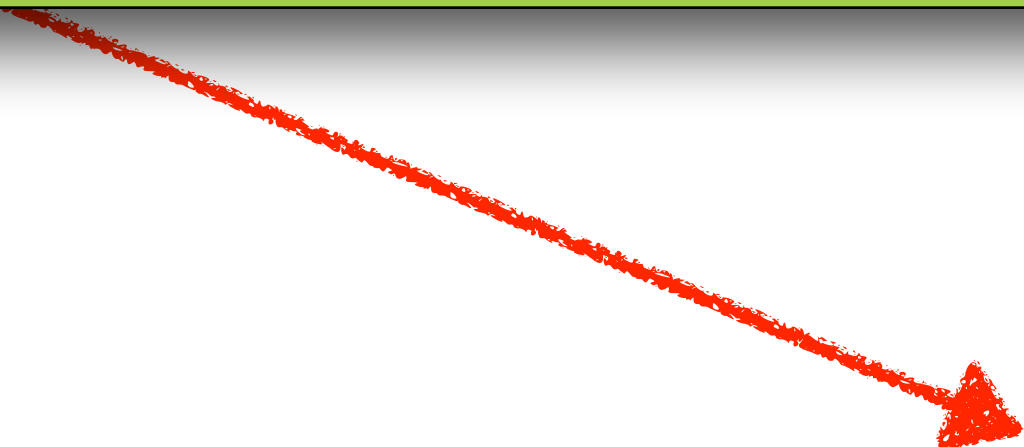
So it's not just the three different stories about what I said - there is an almost infinite variety of reactions - even if they all came to the same conclusion about what I said.



The rip tear and bust people have silently given themselves permission to proceed down a path I never mentioned.



The conservatives are silently making a list of pain in the arse jobs that my words have created.



The rebels are thinking about who they will recruit to resist what I didn't say was happening.

Finally...

...they go off and get on with what I didn't ask them to do - *before I ever said to do it* - and in a way that is totally contrary to how I would do it - if I wanted it done - which of course...

...I **NEVER** said.

Before You Open Your Mouth...

Think a bit and then...

1. THE 'SET-UP' PREVENTS THE UPSET

- Is this the right time?
- Is this the right place?
- Who needs to be present or absent?
- How long will it take?
- What (preventable) can go wrong?
- Does your partner know what the purpose is?
- Are you emotionally ready?

At this point you are both the referee and a contestant.

Before You Open Your Mouth...

Think a bit and then...

2. WHAT IS THE PURPOSE OF YOUR COMMUNICATION?

If you don't know what you want your listener to do - neither do they.

- What do you want to have happen?
- Are you just sharing some thoughts/feelings?
- Are you requesting somebody does something?
- Are you crying out for help?
- Is this an update?
- Are you asking for a behaviour change?

How will you measure that the listener has understood?

Before You Open Your Mouth...

Think a bit and then...

3. WHAT ARE THE IMAGES / FEELINGS / IDEAS / PICTURES / SENSATIONS / YOU ARE TRYING TO DESCRIBE?

- What is the effect of those concepts?
- Most of us assume that our listeners are going to react the same way as we would to any given situation but usually they won't.

Some people think their house burning down is a disaster and others think it's an opportunity to build something they like better.

How will you know if the listener 'gets' it?

Before You Open Your Mouth...

Think a bit and then...

4. WHAT WORDS DESCRIBE WHAT YOU ARE WANTING TO SAY?

eg: You are wanting to convey that you are feeling **tired** & **hopeless**.

you will
often say
this but
mean
this...

What are the consequences of “tired”?

(ready to quit, unsupported, sad, lost, lonely, exhausted...)

What are the consequences of “hopeless”?

(forlorn, useless, demoralised, defeated, despairing...)

We **say** tired & hopeless but expect them to understand
sad, unsupported defeated & demoralised.

Before You Open Your Mouth...

Think a bit and then...

5. IS THERE A UNIVERSALLY UNDERSTOOD IMAGE THAT SAYS WHAT YOU FEEL?



Exercise:

1	THE 'SET UP'	Who, what, where, when & how.	
2	PURPOSE	What do you want to have happen as a result of the communication?	
3	WHAT FEELING / IMAGES?	What are the feelings & consequences of those feelings that you wish to communicate?	
4	WHAT WORDS?	What words convey the essence of your feelings?	
5	UNIVERSALLY UNDERSTOOD STORY OR IMAGE?		

LISTENING SKILLS



Most conversations start
as a collision between two
people who are in their
own worlds.

Talking is the most dangerous
thing people can do.

Listening is the most
infrequent thing people do.

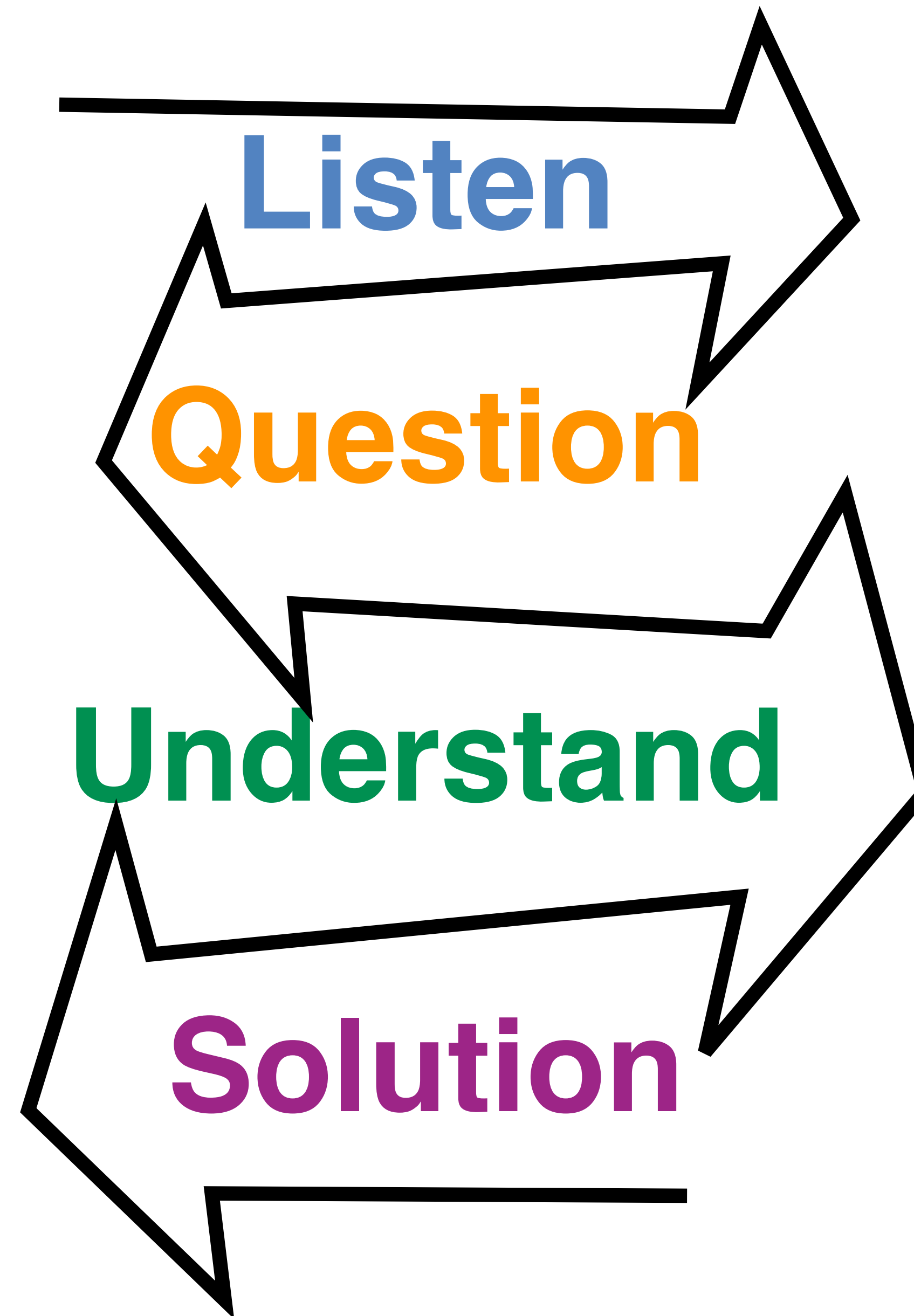
When you talk with
judgement you polarise.

If you talk without judgement you
can connect beyond your differences.

Deep listening is miraculous
for both listener and speaker.



When someone receives us
with open hearted, non-
judging, intensely interested
listening, our spirits soar.





LISTENING SKILLS

Non Verbal	Verbal	
Looking at the person	Paraphrasing	
Nodding your head	Summarising key points	
Facial expressions	Encouragement	
Attentive body posture	Clarification questions...	Why do you say that?
		Why is that important to you?
		What do you mean by that?
		What does that mean to you?
		How does that relate to what you said before?
		How did you do that?
		Would you explain that further?
		What happened next?

NON NEGOTIABLE:

I have to know that if I am
with you...

...I am **not** going
to be hurt by you.

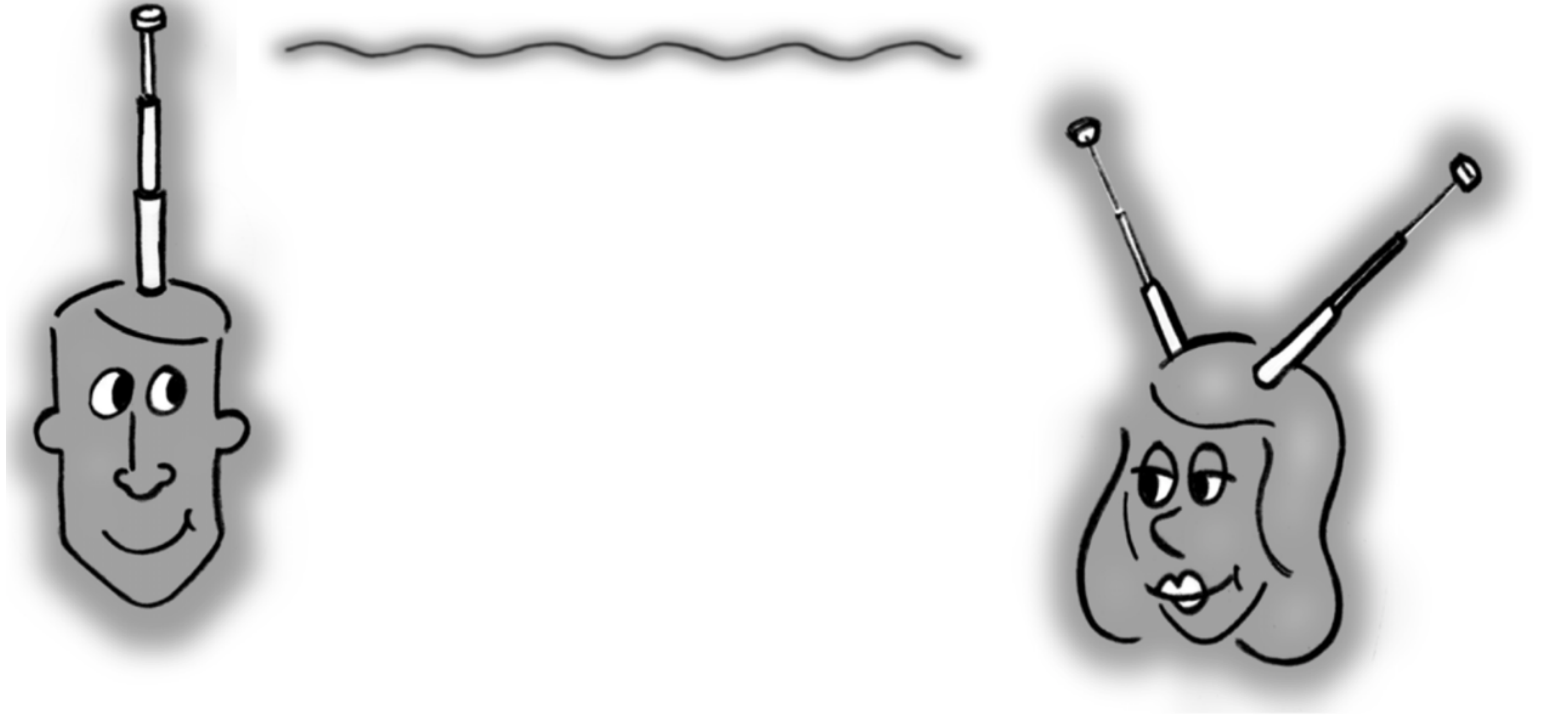
The human mind requires predictability in order to feel safe.
The **structured conversation** provides this predictability.

Exercise:

Interpret the following:

THE STRUCTURED CONVERSATION

1	NOW?	If not now - when?			
2	MIRRORING	Did I get it? Have I understood.	The brain wants a fully mirrored experience. <i>(Accuracy)</i>	MAGIC QUESTION: “Is there more about that?” <i>(must be said with interest)</i>	Creates new experience for speaker . <i>(deepening)</i>
3	VALIDATION	“You make sense.”	I am seeing the sense that you are making.		
4	EMPATHISE	“A voice without echo dies.”			



COLLIDING STORIES

To heal or to harm...

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

Paul meets Mary.

He is unknowingly ready to settle down. He is attracted to the woman most like his mother he has ever met.

MOTHER: *Outwardly quiet but actually the controller of everything of any importance in the marriage. Working mother, ruthlessly organised, systematised and 'strong'.*

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

Mary meets Paul and is attracted by his apparent grip of and outward dominance of the world in general. He is more like her father than anyone she has met.

FATHER: *Rugged individualist, orphaned at birth.
Opinionated, cranky & forceful.*

Paul & Mary have no idea they have married a parent and life is good because they have *(temporarily)* suppressed the unhealed fears they brought with them into the relationship.

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

Over a period of time Paul becomes more and more annoyed by Mary's drive to have a place for everything and everything in it's place.

He has no idea that he is carrying residual anger at his mother into the relationship & actually believes Mary is trying to control him.

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

Mary presses Paul to be less “angry” over trivial affairs.

She has had enough of her father’s outbursts and as an adult is voicing what she could not as a child.

Paul becomes more and more infuriated at this ‘control’.

Mary gets scared.

Paul tells her she has nothing to be afraid of and she should stop.

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

They both have half of what seems like a win:

Paul tries to stop being angry & Mary tries to stop controlling.

They both boil over during stressful times such as renovating, budgeting, illness, exams, overtime...

The boil overs are characterised by: *“If you stopped doing xyz, this would all be OK.”*

The blame **prevents** any **healing**. Love is lost - because the blame becomes entrenched. They each become right to the point of **righteousness**.

It dawns on Paul that he hates his anger but Mary brings it up.

He **loves** her and **dislikes** who she turns him into.

WHY IT ALL GOES PEAR SHAPED

OUR STORIES EXACERBATE OUR WOUNDS

The **love/hate** nature of the relationship becomes toxic because there is no genuine safety for either partner.

When communication becomes about ***'winning'*** there are two losers.



He comes home from work, & goes out to the shed. He is fixing the lawnmower as a way of figuring out how they can afford another child.

He loves her & wants to have more kids. His less than great \$\$\$ results are creating huge self doubt. **He does not know how to express this.**

She decides he is figuring out how to tell her that he wants to leave her. She cooks his favourite **(expensive)** meal.

Her version of self doubt manifests as the fear of being left. This FEAR makes an appearance in every ambiguous situation.

He sees the meal & gets **frightened** that they will never be able to have a family. He expresses this with a display of anger.

He has no idea that he is attempting to scare his fear away with a frightening outburst. He doesn't know why she is scared.

She is extremely hurt - concludes he hates her & that he is definitely planning on leaving her. There is probably another woman.

Her fear of abandonment creates the 'other' woman that she can never compete with. She can't stop crying.

He concludes he will never understand women. Maybe it's better if they don't have kids. He opens another beer.

Powerless to stop her tears - he feels weak and useless. He becomes even angrier with no knowledge that he is cranky with himself.

She wonders if he is becoming an alcoholic. Maybe her & the kids would be better off without him...

She gets ready for him to leave. She cries all day. He can't stop her tears. **(fix her)** They split.



He comes home from work, & goes out to the shed.
He is fixing the lawnmower as a way of figuring out how they can afford another child.

He loves her & wants to have more kids.
His less than great \$\$\$ results are creating huge self doubt.
He does not know how to express this.

She gives him some space, then...
...asks if they can talk.
She enquires about what's bothering him.

She knows he may have to talk it out to work it out.
She stays out of her "stuff" by reminding herself she needs to "hear" him.

He eventually talks about the lack of \$\$\$.
Talking & responding to her - leads him to his self judgement & feelings of failure.

She doesn't reassure (mother) him.
She keeps asking for more information - especially feelings.

She shows empathy & solicits possible solutions.
They develop a plan that might work.

Hope and companionship arise.
Togetherness, teamwork and love are expressed as he emerges under his own power.

His feeling of failure is healed.
He discovers he is more than his results.
Her fear of being left is healed.
She is freed from the grip of an old enemy.

Exercise:

What stories of yours
collide with others?

EMOTIONAL INTELLIGENCE & COMMUNICATION



EMOTIONAL INTELLIGENCE & COMMUNICATION

Influencing others
feelings

The ability to tune in to the needs & desires of others and be positively persuasive & influential.

Recognising others
feelings

Accurately recognising and interpreting the feelings another person is experiencing.

Adjusting our
feelings

The ability to change how I feel - as an act of will. The willingness to see the circumstances in another way.

Recognising our
feelings

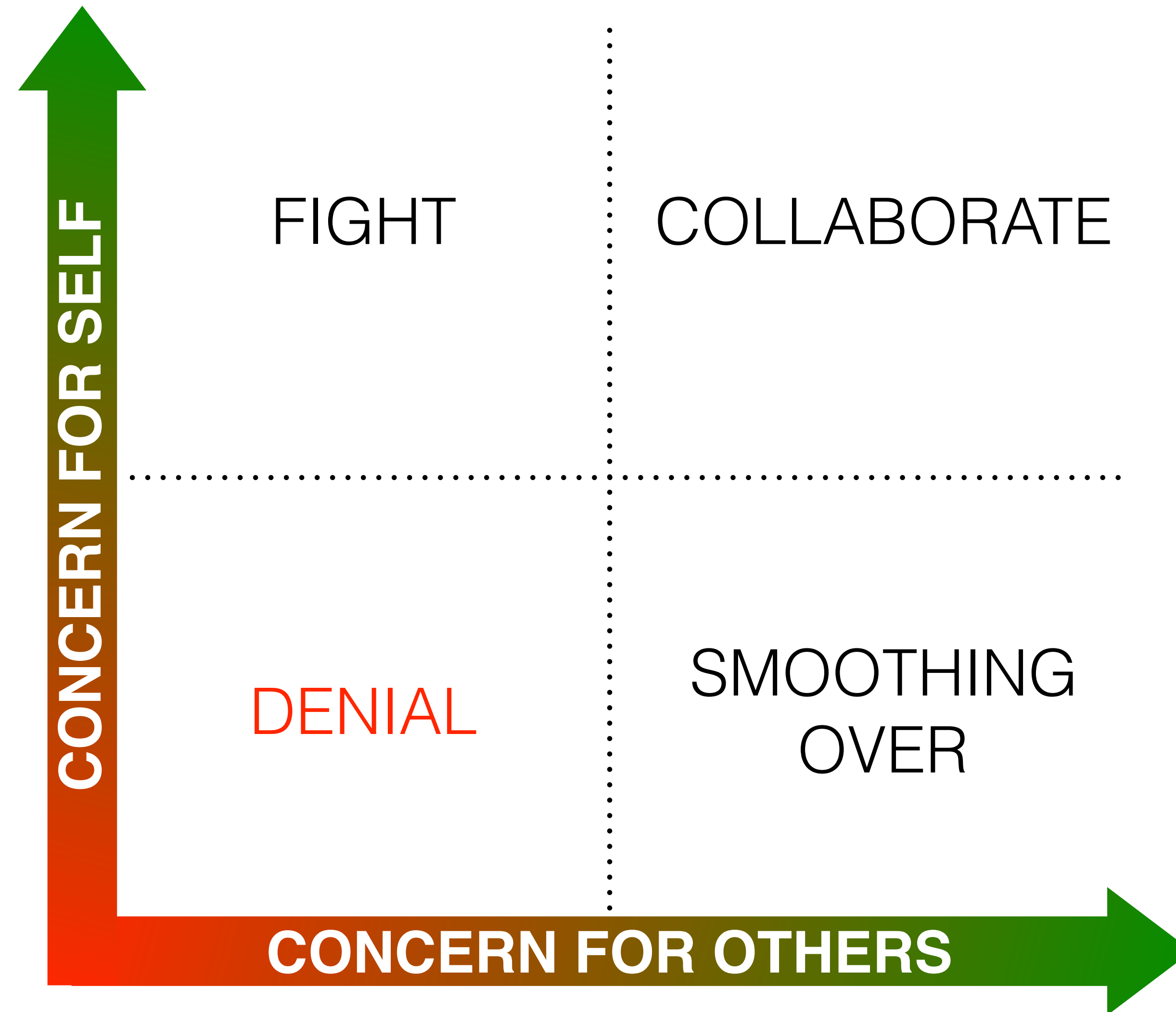
Knowing what we feel and being able to articulate that feeling comprehensively

Increasing ability to
communicate effectively

CONFLICT RESOLUTION



CONFLICT RESOLUTION



CONFLICT RESOLUTION

Effectively
conveying
information

Being
sensitive
& aware

Being
polite &
respectful

Accurately
interpreting
emotions

Seeking
common
ground

*Conflict Resolution does not exist without the constant use of **Emotional Intelligence**.*

Until we are prepared to:

1. Walk a mile in another persons shoes &
2. Ditch our own righteousness, we remain an obstacle to progress.

CONFLICT RESOLUTION

APOLOGY

1. I am sorry for...
2. This was wrong because...
3. In the future I will...
4. Can we be OK?

Exercise:

Bring to mind the last serious argument you had.

Why were you right?

Why were you wrong?

Protecting your
Thoughts, Ideas & Territories
while
Respecting other's
Rights, Feelings & Thoughts



FORMULA FOR A NORMAL ARGUMENT



FORMULA FOR A NORMAL ARGUMENT

Fred: States his position.

Bill: Refutes Fred's position.

Fred: Re-states his position.

Bill: Refutes Fred's position.

Fred: Re-states his position.

Bill: Refutes Fred's position.

Fred: Re-states his position.

Bill: Refutes Fred's position.

{ This time Fred slows it down and emphasises some syllables so that Bill can understand the simple and irrefutable universal truth Bill has failed to acknowledge.

{ This time Fred points out all the other times that Bill has been wrong and implies that Bill is just resisting out of spite and unco-opertaive-ness.

{ This time Fred refers to how many of Bill's mates agree with Fred and reinforces the idea that Bill is just resisting for resisting sake.

Increasing
Emotional
Intensity

ADDING
ENERGY

HISTORY

HIGH MORAL
GROUND

FORMULA FOR A RESPONSIBLE ARGUMENT

Fred: States his position.

Bill: Paraphrases Freds assertion.

If **Fred** agrees that **Bill** has accurately reflected what **Fred** meant - **Bill** is allowed to have turn.

If **Fred** disagrees that **Bill** has accurately reflected what **Fred** meant - **Fred** gets to restate his position.

The Rules

1. No interrupting.
2. Deal with one point at a time.
3. Own your own feelings.
4. No blaming.
5. No stonewalling.
6. Paraphrase until you 'get' it.
7. Take care of your partner.
8. Stay until completion.
9. Seek common ground.

"When you do _____ I feel _____"

RESPONSIBLE COMMUNICATION

When you _____
Pinpoint the specific action that prompted your response. Just the facts.

I feel / felt _____
Recognise that the feeling comes from your perception/interpretation of events.

because I _____
(optional) but helps define the real source of and responsibility for your feelings.

What I want / need from you is _____
Ask for what you need and let go of the outcome.

Preparation

Understand
your
Purpose.

What is the desired end result

Identify
the deepest
feelings/pictures.

What do you REALLY mean?

What expressions
convey these
ideas/images?

MINIMUM words = maximum understanding

What stories
illustrate your
concepts?

Be careful!!!

Delivery

Instigate
the
'Set up'.

State
purpose
of comm.

State
position
or proposal.

Paraphrase
listeners
response

I can see why you have
come to that conclusion.
Given that information I
would do the same.
However....

Give
more
info.

get
agreement

use
emotion
words

use
stories

always
agree



COMMUNICATION: SENDING CLEAR MESSAGES

Bring to mind a potentially difficult conversation you need to have and work through the following steps using the workshop presentation as a guide to make sure your communication is successful.

STEP
1



THE SETUP

List 6 things you need to 'set-up' your communication to be heard:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

STEP
2



THE PURPOSE



COMMUNICATION: RECEIVING CLEAR MESSAGES

Bring to mind a potentially difficult conversation you need to have and work through the following steps using the workshop presentation as a guide to make sure your communication is successful.

STEP
1



LISTENING SKILLS

What are some of the verbal listening skills you need to practice to be a better listener?

What are some of the non verbal listening skills you need to practice to be a better listener?

STEP
2



STRUCTURED CONVERSATION

List the 4 elements of a structured conversation:

1. _____
2. _____
3. _____
4. _____

STEP
3



EMOTIONAL INTELLIGENCE

Describe how you could use your emotional intelligence to help you resolve conflict effectively.

STEP
4



RESPONSIBLE ARGUMENT

Look at 'The Rules' for having a responsible argument and list the changes you need to make in your communication style.

Download from the workshop page of the members site.

Download from the workshop page of the members site.

COMMUNICATION: SEND & RECEIVE CLEAR MESSAGES					
Grading	Exceptional (4 points)	Competent (3 points)	Needs Improvement (2 points)	Unsatisfactory (1 point)	Score
Sending Clear Messages: The Setup	Always take time to do the set-up. Know right place, right time, right people, ready emotionally & partner clear on purpose.	Mostly take time to do the set-up. Know right place, right time, right people, not always emotionally ready & partner not clear on purpose.	Sometimes take time to do the set-up and know right place, right time, right people, not always emotionally ready & partner not clear on purpose.	Rarely take time to do the set-up; rarely emotionally ready & never get clear with partner on purpose.	
Sending Clear Messages: The Purpose	Always clear on what I want to have happen so that I can communicate what I want/need.	Mostly clear on what I want to have happen so that I can communicate what I want/need.	Sometimes clear on what I want to have happen & sometimes communicate what I want/need.	Rarely clear on what I want to have happen & never really communicate what I want/need.	
Sending Clear Messages: The Images / Ideas / Pics / Feelings	Always clear on the images, feelings, ideas & pictures I am wanting to describe & always check if the listener 'gets' it.	Mostly clear on the images, feelings, ideas & pictures I am wanting to describe & mostly check if the listener 'gets' it.	Sometimes clear on the images, feelings, ideas & pictures I am wanting to describe but don't check if the listener 'gets' it.	Rarely clear on the images, feelings, ideas & pictures I am wanting to describe but I start anyway. Not my responsibility if they are smart enough to 'get' it.	
Sending Clear Messages: The Words	Always choose the words that will convey what I am feeling – I say what I mean & make sure they understand.	Always choose the words that will convey what I am feeling – I say what I mean & make sure they understand.	Sometimes choose the words that will convey what I am feeling – sometimes say what I mean, don't make sure they understand.	Rarely choose the words that will convey what I am feeling. I am not good with words. Don't check if they understand.	
Receiving Clear Messages	Always present with non verbal listening skills; always clarify, paraphrase, summaries & encourage the talker.	Mostly present with non verbal listening skills; mostly clarify, paraphrase, summarise & encourage the talker.	Sometimes present with non verbal listening skills; sometimes clarify, encourage & summarise.	Rarely 'present' rarely clarify, & summarise what was said. Never encourage the talker - just wait my turn to talk.	
Dealing With Conflict	Always use EQ in dealing with conflict: sensitive & aware, polite & respectful, interpret emotions accurately & seek common ground.	Mostly use EQ in dealing with conflict: mostly sensitive & aware, polite & respectful, interpret emotions accurately & mostly seek common ground.	Sometimes use EQ in dealing with conflict: sometimes sensitive & aware, polite & respectful, interpret emotions accurately & sometimes seek common ground.	Rarely use EQ in dealing with conflict: not aware, polite & respectful, can't interpret emotions of others. Don't seek common ground.	
<div> <div>Action Items</div> <div></div> </div>					<div> <div>Final Score</div> <div>/24</div> </div>

WHAT NEXT?

NEXT DAY Q&A

Wednesday 28th November 8pm (Sydney time)

*You will be receive an email from **ZOOM** to access this session.*

DECEMBER WORKSHOP:

REVIEW, REFRESH & RE-LAUNCH

Saturday 15th December 10am - 3pm (Sydney time)

JANUARY **2 DAY WORKSHOP:**

SETTING YOUR YEAR UP FOR SUCCESS

2nd - 3rd **February**

Venue: Global Success Academy HQ!

REMEMBER...

Post about your progress.

Sharing problems is as important
as sharing victories.

Support each other.

Ask me anything - I will answer as
many questions as you ask!

