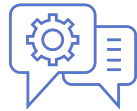


# COMMUNICATION: SENDING CLEAR MESSAGES

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 SET-UP

List 6 things you need to make sure you address to 'set-up' your communication so that you can be heard:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

STEP  
**2**



## THE PURPOSE

STEP  
**3**



## FEELINGS / IMAGES

What are the images / feelings / pictures / sensations you are trying to describe?

STEP  
**4**



## THE WORDS

What words describe what you are wanting to say?

STEP  
**5**



## UNIVERSAL IMAGE

Is there a universally understood image that says what you feel?

# 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.